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BEFORE THE ARIZONA CORPORATION COMMISSION

Arizona Corporation Commission

DOCKETED

WILLIAM A. MUNDELL  
Chairman  
JIM IRVIN  
Commissioner  
MARC SPITZER  
Commissioner

MAY 16 2002

DOCKETED BY

IN THE MATTER OF RULES TO ADDRESS  
SLAMMING AND OTHER DECEPTIVE  
PRACTICES

DOCKET NO. RT-00000J-99-0034  
DECISION NO. 64800

ORDER

Open Meeting  
May 8, 2002  
Phoenix, Arizona 85007

**BY THE COMMISSION:**

FINDINGS OF FACT

1. On January 28, 1999, U S West Communications, Inc. n/k/a Qwest filed an Application for Emergency Rulemaking suggesting that the Commission adopt rules against slamming. Interested parties filed responses to this Application.

2. On May 22, 2001, the Arizona Corporation Commission Staff ("Staff") released an initial draft of Commission proposed rules R14-2-1901 through R14-2-1912, and R14-2-2001 through R14-2-2-2010 (the "Proposed Rules") regarding Unauthorized Charges ("Cramming") and Unauthorized Carrier Changes ("Slamming"). On June 7, 2001, Staff received comments from interested parties. On June 13, 2001, Staff conducted a workshop regarding the Proposed Rules and received input from interested parties. On July 2, 2001, Staff released a second draft of the Proposed Rules. Interested Parties filed comments on the second draft by August 6, 2001. Staff released a third draft of the Proposed Rules on August 22, 2001. Comments to the third draft were due on August 30, 2001, and on that date Staff conducted a second workshop regarding the Proposed Rules.

3. On November 9, 2001, Staff forwarded to the Commission their final draft of the Proposed Rules (attached as Exhibit A) and recommended that the Commission issue a notice of proposed rulemaking for the Proposed Rules.



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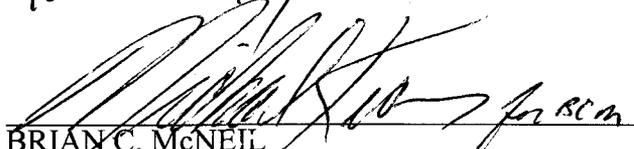
IT IS FURTHER ORDERED that the Hearing Division schedule public comment sessions in accordance with Finding of Fact No. 6.

IT IS FURTHER ORDERED that this Decision shall become effective immediately.

**BY ORDER OF THE ARIZONA CORPORATION COMMISSION**

		
CHAIRMAN	COMMISSIONER	COMMISSIONER

IN WITNESS WHEREOF, I, \_\_\_\_\_, Executive Secretary of the Arizona Corporation Commission, have hereunto, set my hand and caused the official seal of this Commission to be affixed at the Capitol, in the City of Phoenix, this 16<sup>th</sup> day of May, 2002.

  
 BRIAN C. McNEIL  
 Executive Secretary

DISSENT \_\_\_\_\_

TJS:alb

SERVICE LIST FOR:  
DOCKET NO.:

SLAMMING AND CRAMMING RULEMAKING  
RT-00000J-99-0034

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3033 N. Third Street, Room 1010  
Phoenix, Arizona 85012

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Phoenix, Arizona 85004-0001

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1850 Gateway Dr., 7<sup>th</sup> Floor  
San Mateo, CA 94404-2467

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Happy Jack, Arizona 86024

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Phoenix, Arizona 85004

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Cave Creek, Arizona 85331

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Arizona Center for Law in  
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Phoenix, Arizona 85004

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Phoenix, Arizona 85014

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Tucson, Arizona 85282

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San Francisco, CA 94105

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7277 164<sup>th</sup> Avenue NE  
Redmond, Washington 98052

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301 Data Court  
Dubuque, Iowa 52003

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Alltel Communications  
11333 North Scottsdale Rd  
Scottsdale AZ 85254

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2929 N. Central Avenue, 21st Floor  
P.O. Box 36379  
Phoenix, Arizona 85067-6379

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ROSHKA HEYMAN & DeWULF  
Two Arizona Center  
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Phoenix, Arizona 85004~~

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1550 W. Deer Valley Rd.  
Phoenix, AZ 85027



KLD

T-03773A  
~~@LINKS NETWORKS, INC.  
 2220 CAMPBELL CREEK BOULEVARD, STE. 110  
 RICHARDSON TX 75082-~~

T-03517A  
 10 123 AMERICATEL / 1010 123 AMERICATEL  
 4045 N.W. 97TH AVE.  
 MIAMI FL 33178-0000

T-03318A  
 1-800-RECONEX, INC.  
 2500 INDUSTRIAL AVENUE  
 HUBBARD OR 97032-

T-03827A  
 2ND CENTURY COMMUNICATIONS  
 7702 WOODLAND CENTER BOULEVARD, STE. 50  
 TAMPA FL 33614-

T-03699A  
 ACCESS ONE, INC.  
 125 N. HALSTED STREET 4TH FLOOR  
 CHICAGO IL 60661-0000

T-03446A  
 ACCESS POINT, INC.  
 16 HYLAND RD.  
 GREENVILLE SC 29615-

T-03835A  
 ACN COMMUNICATION SERVICES, INC.  
 52991 HAMILTON COURT  
 FARMINGTON HILLS MI 48334-0000

T-03109A  
 ACOMM, INC.  
 5301 E RIVER RD #116  
 MINNEAPOLIS MN 55421-0000

T-03124A  
 ACTIVETEL L.D., INC.  
 1901 N. GLENVILLE DR., SUITE 800  
 RICHARDSON TX 75081-

~~T-03137A  
 ADDTEL COMMUNICATIONS, INC.  
 143 S. GLENDALE AVE 3RD FLOOR  
 GLENDALE CA 00000-0000~~

T-03837A  
 ADELPHIA BUSINESS SOLUTIONS OPERATIONS, INC.  
 ONE NORTH MAIN STREET  
 COUDERSPORT PA 16915-1141

T-03828A  
 ADELPHIA TELECOMMUNICATIONS, INC.  
 MAIN AT WATER STREET  
 COUDERSPORT PA 16915-

T-03516A  
 ADVANCED COMMUNICATIONS SOLUTIONS/AFFINITY  
 CORPORATE SVCS  
 6455 EAST JOHNS CROSSING SUITE 285  
 DULUTH GA 30097-

T-03648A  
 ADVANTAGE TELECOMMUNICATIONS, CORP.  
 125 S. SWOOPE ROAD SUITE 102  
 MAITLAND FL 32751-0000

DECISION NO. 64800

T-03815A  
AFN  
940 INDIAN CREEK PARKWAY SUITE 140  
OVERLAND PARK KS 66210

T-03711A  
AIRNEX COMMUNICATIONS, INC.  
3000 EXECUTIVE PARKWAY, STE. 230  
SAN RAMON CA 94583-0000

T-03789A  
ALLEGIANCE TELECOM OF ARIZONA, INC.  
9201 N. CENTRAL EXPRESSWAY 6B  
DALLAS TX 75231-

T-03605A  
ALLIANCE GROUP SERVICES, INC.  
1221 PORT ROAD EAST  
WESTPORT CT 06880-

T-03080A  
ALLSTAR TELECOM  
223 EAST DE LA GUERRA  
SANTA BARBARA CA 93101-

T-03725A  
AMERICA NET, LLC  
3435 WILSHIRE BLVD., STE. 1090  
LOS ANGELES CA 90001-

T-03336A  
AMERICAN LONG LINES, INC.  
410 HORSHAM ROAD  
HORSHAM PA 19044-0000

T-03763A  
AMERICAN PHONE SERVICES, CORP.  
308 MAXWELL RD. STE. 100  
ALPHARETTA GA 30004-

T-03094A  
AMERICAN TEL GROUP, INC.  
P O BOX 1072  
ALBUQUERQUE NM 87103-1072

T-03339A  
AMERICAN TELECOMMUNICATIONS SYSTEMS, INC.  
6455 EAST JOHNS CROSSING  
DULUTH GA 30097-

T-03195A  
AMERITECH COMMUNICATIONS INTERNATIONAL INC.  
5850 W. LAS POSITAS BLVD ROOM 303  
PLEASANTON CA 94588-

T-03100A  
AMERIVISION COMMUNICATIONS, INC.  
5900 MOSTELLER DRIVE STE 1800  
OKLAHOMA CITY OK 73112-0000

T-03070A  
ARCADA COMMUNICATIONS, INC.  
2001 6TH AVE., STE. 3210  
SEATTLE WA 98122-2516

T-03582A  
ARCHTEL, INC.  
1800 WEST PARK DRIVE SUITE 250  
WESTBOROUGH MA 01581-0000

**DECISION NO. 64800**



T-03580A  
 ASIAN AMERICAN ASSOCIATION / FIESTA TEL  
 9550 FLAIR DRIVE, STE. 409  
 EL MONTE CA 91731-

T-03361A  
 ASSOCIATION ADMINISTRATORS, INC.  
 6455 E. JOHNS CROSSING SUITE 285  
 DULUTH GA 30097-

T-03193A  
 ATCALL, INC.  
 P. O. BOX 441687  
 HOUSTON TX 77244-

T-03030A  
 ATCOM LTD.  
 482 NORRISTOWN RD. SUITE 200  
 BLUE BELL PA 19422-0000

T-03706A  
 ATLANTIC TELEPHONE COMPANY, INC.  
 400 N. TAMPA STREET SUITE 2100  
 TAMPA FL 33602-4706

T-03107A  
 ATN, INC.  
 FOUR EXECUTIVE CAMPUS SUITE 200  
 CHERRY HILL NJ 08002-0000

T-03823A  
 BCGI COMMUNICATIONS CORP.  
 100 SYLVAN RD  
 WOBURN MA 01801-

T-03287A  
 BELLSOUTH LONG DISTANCE INC  
 400 PERIMETER CENTER TERRACE SUITE 400  
 ATLANTA GA 30346-0000

T-03734A  
 BLACKSTONE COMMUNICATIONS COMPANY  
 169 EAST FLAGLER STREET, 17TH FLOOR  
 MIAMI FL 33131-

T-03729A  
 BLEGBI, INC.  
 5945 WILCOX PLACE, STE. B  
 DUBLIN OH 43016-

T-03810A  
 BROADBAND OFFICE COMMUNICATIONS, INC.  
 2900 TELESTAR COURT, STE. 2009  
 FALLS CHURCH VA 22042-1206

T-03114A  
 BROADWING COMMUNICATIONS SERVICES, INC.  
 1122 CAPITAL OF TEXAS HIGHWAY SOUTH  
 AUSTIN TX 78746-0000

T-02720A  
 BROADWING TELECOMMUNICATIONS, INC.  
 1122 CAPITAL OF TEXAS HWY SO  
 AUSTIN TX 78746-

T-02688A  
 BTI TELECOMMUNICATIONS SERVICES  
 4300 SIX FORKS ROAD  
 RALEIGH NC 27609-5781

**DECISION NO. 64800**

T-03142A  
BUSINESS DISCOUNT PLAN, INC.  
3780 KILROY AIRPORT WAY, SUITE 200  
LONG BEACH CA 90806-

T-03538A  
BUYERS UNITED INTERNATIONAL, INC.  
14870 S. PONY EXPRESS RD.  
BLUFFDALE UT 84065-

T-03544A  
CABLE & WIRELESS GLOBAL CARD SERVICES, INC.  
8219 LEESBURG PIKE  
VIENNA VA 22182-

T-02545A  
CABLE & WIRELESS USA, INC.  
8219 LEESBURG PIKE  
VIENNA VA 22182-0000

~~T-03083A  
CALL AMERICA  
4001 MAIN STREET  
VANCOUVER WA 98663-1896~~

T-03171A  
CALTECH INTERNATIONAL TELECOM CORP.  
197 JOAQUIN CIRCLE  
DANVILLE CA 94526-0000

T-03686A  
CAPROCK TELECOMMUNICATIONS CORP.  
15601 NORTH DALLAS PARKWAY SUITE 700  
DALLAS TX 75248-

T-03170A  
CASH BACK REBATES LD.COM, INC.  
550 BROAD STREET, 3RD FLOOR  
NEWARK NJ 07102-

T-03760A  
C-COM  
4745 WALNUT STREET, STE. 300  
BOULDER CO 80301-0000

T-03687A  
CENTURYTEL LONG DISTANCE, INC.  
100 CENTURY PARK DRIVE  
MONROE LA 71203-0000

T-03152A  
CEO TELECOMMUNICATIONS INC  
223 EAST DE LA GUERRA  
SANTA BARBARA CA 93101-

T-03429A  
CFL  
P. O. BOX 1550  
N. SIOUX CITY SD 57049-0000

T-03762A  
CF, INC.  
200 GALLERIA PARKWAY, STE. 1550  
ATLANTA GA 30339-

T-03434A  
CIMCO COMMUNICATIONS, INC.  
18 WEST 100 22ND STREET SUITE 109  
OAKBROOK TERRACE IL 60181-0000

DECISION NO. 64800



T-03222A  
CONSUMER ACCESS  
5120 WOODWAY SUITE 7007  
HOUSTON TX 77056-1724

T-03628A  
CONVERGENT COMMUNICATIONS SERVICES, INC.  
400 INVERNESS DRIVE SOUTH, SUITE 400  
ENGLEWOOD CO 80112-

~~T-03846A  
COORDINATED BILLING SERVICES  
8120 PENN AVENUE SOUTH, SUITE 159  
BLOOMINGTON MN 55431-~~

T-03486A  
CORPORATE CALLING SERVICES, INC.  
1601 E. FLAMINGO RD. SUITE 18-109  
LAS VEGAS NV 89119-0000

T-03189A  
CORPORATE SERVICES TELCOM, INC.  
360 MERRIMAC STREET - RIVERWALK BUILDING #5  
LAWRENCE MA 01843-0000

T-03632A  
COVAD COMMUNICATIONS COMPANY  
7901 LOWRY BLVD.  
DENVER CO 80230

T-03490A  
COVISTA, INC.  
6455 E. JOHNS CROSSING SUITE 285  
DULUTH GA 30097-

T-03471A  
COX COMMUNICATIONS  
20401 NORTH 29TH AVENUE  
PHOENIX AZ 85027-0000

T-03640A  
CTC COMMUNICATIONS CORP.  
360 SECOND AVENUE  
WALTHAM MA 02451-0000

T-03825A  
CYBERSENTRY, INC.  
412 EAST MADISON STREET, SUITE 1200  
TAMPA FL 33602-

T-03676A  
CYBERTEL COMMUNICATIONS CORPORATION  
4320 LA JOLLA VILLAGE DRIVE  
SAN DIEGO CA 92122-

T-03221A  
D.D.D. CALLING, INC.  
5120 WOODWAY SUITE 7009  
HOUSTON TX 77056-1724

T-03296A  
DANCRIS TELECOM, L.L.C.  
6900 EAST CAMELBACK ROAD, SUITE 1003  
SCOTTSDALE AZ 82251-

T-03187A  
DIGITAL SERVICES CORPORATION  
211 N. UNION ST STE 300  
ALEXANDRIA VA 22314-

**DECISION NO. 64800**

T-03311A  
DISCOUNT NETWORK SERVICES, INC.  
23750 ELMIRA STE 202  
REDFORD MI 48239-

T-02890A  
DISCOUNT PLUS  
6053 HUDSON ROAD SUITE 110  
WOODBURY MN 55125-

T-03482A  
DISCOUNT UTILITIES, LLC  
P. O. BOX 839  
MONTICELLO IN 47960-

T-03727A  
DSLNET COMMUNICATIONS, LLC  
545 LONG WHARF DRIVE 5TH FLOOR  
NEW HAVEN CT 06511-0000

T-03812A  
EASTON TELECOM SERVICES, INC.  
4646 W. STREETSBORO ROAD  
RICHFIELD OH 44286-0000

T-03484A  
EFFICY GROUP, INC.  
16 HYLAND RD. SUITE D  
GREENVILLE SC 29615-0000

T-03857A  
ENHANCED COMMUNICATIONS GROUP L.L.C.  
2232 S E WASHINGTON BLVD., SUITE 202  
BARTLESVILLE OK 74006-000

T-03139A  
EQUALNET CORPORATION  
1250 WOOD BRANCH PARK DRIVE  
HOUSTON TX 77079-1212

T-03631A  
ERNEST COMMUNICATIONS, INC.  
6475 JIMMY CARTER BLVD., SUITE 300  
NORCROSS GA 30071-

T-03832A  
ESSENTIAL.COM, INC - YOUR ENERGY &  
COMMUNICATIONS SUPERSTORE  
THREE BURLINGTON WOODS DRIVE, 4TH FLOOR  
BURLINGTON MA 01803-

T-03220A  
ETI - TELECOMMUNICATIONS  
6455 EAST JOHNS CROSSING SUITE 285  
DULUTH GA 30097-

T-03836A  
EXCELL AGENT SERVICES, L.L.C.  
2175 WEST 14TH STREET  
TEMPE AZ 85281-

T-02543A  
EXPRESS TEL  
324 SOUTH STATE, STE. 308  
SALT LAKE CITY UT 84111-0000

T-03502A  
EZ TALK COMMUNICATIONS, L.L.C.  
4727 SOUTH MAIN  
STAFFORD TX 77477-0000

**DECISION NO. 64800**

~~T-03833A  
EZTEL NETWORK SERVICES, L.L.C.  
667-D HIGHWAY 51 NORTH  
RIDGELAND MS 39157-~~

~~T-03612A  
FAXNET CORPORATION  
98 N. WASHINGTON STREET  
BOSTON MA 02114-0000~~

T-03111A  
FEDERAL TRANSTEL, INC.  
2868 ACTON ROAD, SUITE 100  
BIRMINGHAM AL 35243-

T-03366A  
FIBERNET, INC.  
2701 OCEAN PARK BLVD., SUITE 100  
SANTA MONICA CA 90405-0000

T-03593A  
FIRSTWORLD COMMUNICATIONS, INC.  
222 S. HARBOR BLVD., SUITE 400  
ANAHEIM CA 92805-

T-03377A  
FREEDOM COMMUNICATIONS CORP.  
2765 CARDINAL CIRCLE  
GULF STREAM FL 33483-

T-03822A  
FREEDOMSTARR COMMUNICATIONS, INC.  
2131 PALOMAR AIRPORT RD. STE. 200  
CARLSBAD CA 92009-

T-02719A  
GE EXCHANGE AND GE CAPITAL EXCHANGE  
6540 POWERS FERRY ROAD  
ATLANTA GA 30339-0000

T-03141A  
GENESIS COMMUNICATIONS INTERNATIONAL, INC.  
12750 HIGH BLUFF DRIVE, STE. 200  
SAN DIEGO CA 92130-

T-02761B  
GLOBAL CROSSING NORTH AMERICAN NETWORKS  
180 SOUTH CLINTON AVE  
ROCHESTER NY 14646-

T-02438B  
GLOBAL CROSSING TELECOMMUNICATIONS, INC.  
180 SOUTH CLINTON STREET  
ROCHESTER NY 14646-

~~T-03344A  
GLOBAL TELEPHONE CORPORATION  
41 WINTER STREET  
BOSTON MA 02108-~~

T-03854A  
GLOBALCOM, INC.  
333 W WACKER DRIVE 15TH FLOOR  
CHICAGO IL 60606-

T-03696A  
GLYPHICS COMMUNICATIONS, INC.  
66 EAST WADSWORTH PARK DRIVE, SUITE 200  
DRAPER UT 84020-0000

**DECISION NO. 64800**

T-03251A  
GROUP LONG DISTANCE, INC.  
6455 E. JOHNS CROSSING STE. 285  
DULUTH GA 30097-

T-03393A  
GST NET, INC.  
4001 MAIN STREET  
VANCOUVER WA 98063-

T-03717A  
GTC TELECOM  
3151 AIRWAY AVENUE, SUITE P-3  
COSTA MESA CA 92626-0000

T-03283A  
H AND F NETWORK PLUS, INC.  
41 PACELLA PARK DR.  
RANDOLPH MA 02368-

T-03587A  
HJN TELECOM, INC.  
6455 EAST JOHNS CROSSING STE. 285  
DULUTH GA 30097-0000

~~T-02715A  
HOME OWNERS LONG DISTANCE, INC.  
P. O. BOX 690670  
SAN ANTONIO TX 78269-0670~~

~~T-03079A  
HOST NETWORK, INC.  
9401 WILSHIRE BLVD., SUITE 501  
BEVERLY HILLS CA 90212-0000~~

T-03858A  
HOTEL CONNECT MANAGEMENT, INC.  
9050 MARSHALL COURT  
WESTMINSTER CO 80031-

T-03566A  
ICG TELECOM GROUP, INC.  
161 INVERNESS DRIVE WEST, STE 100  
ENGLEWOOD CO 80112-0000

T-03117A  
IDEALDIAL CORPORATION  
999 18TH STREET #2201 NORTH TOWER  
DENVER CO 80202-0000

T-03656A  
IDT AMERICA, CORP.  
520 BROAD STREET  
NEWARK NJ 07102-3111

T-03664A  
IE COM  
500 AIRPORT BLVD. STE. 340  
BURLINGAME CA 94010-

~~T-03093A  
IIC COMPANY (FN)  
28050 U.S. HWY 19 NORTH SUITE 202  
CLEARWATER FL 34621-0000~~

T-03259A  
I-LINK, COMMUNICATIONS, INC.  
3800 N. CENTRAL AVE., SUITE B-1  
PHOENIX AZ 85012-0000

DECISION NO. 64800



T-03705A  
 LEGACY TELECOMMUNICATIONS CORPORATION  
 4706 SHAVANO OAK SUITE 101  
 SAN ANTONIO TX 78249-0000

T-03749A  
 LEGENDS COMMUNICATIONS, INC.  
 2500 WINDY RIDGE PARKWAY, SUITE 365  
 ATLANTA GA 30339-0000

T-03174A  
 LIGHTYEAR COMMUNICATIONS, INC.  
 1901 EASTPOINT PARKWAY  
 LOUISVILLE KY 40223-

T-03378A  
 LONG DISTANCE BILLING  
 1 TECHNOLOGY STE. J-709  
 IRVINE CA 92618-

T-03125A  
 LONG DISTANCE CHARGES  
 2 VIA RAVENNA COURT  
 HENDERSON NV 89011-

T-03324A  
 LONG DISTANCE INTERNATIONAL, INC.  
 120 JEFFERSON AVENUE, APT. 12008  
 MIAMI BEACH FL 33139-7074

T-03164A  
 LONG DISTANCE WHOLESALE CLUB  
 8750 N CENTRAL EXPRESSWAY STE 1500  
 DALLAS TX 75231-

T-03853A  
 MAXCESS, INC.  
 100 WEST LUCERNE PLAZA, SUITE 500  
 ORLANDO FL 32801-

T-03532A  
 MAX-TEL COMMUNICATIONS, INC.  
 105 N. WICKHAM  
 P. O. BOX 280  
 ALVORD TX 76225-0000

T-03267A  
 MCLEODUSA TELECOMMUNICATIONS SERVICES, INC.  
 6400 C STREET,  
 P. O. BOX 3177  
 CEDAR RAPIDS IA 52406-0000

T-03567A  
 METRACOM CORPORATION  
 1901 EASTPOINT PARKWAY  
 LOUISVILLE KY 40223-

T-03774A  
 METROMEDIA FIBER NETWORK SERVICES, INC  
 360 HAMILTON AVENUE  
 WHITE PLAINS NY 10601-

T-03108A  
 MILTEL CORPORATION  
 3435 WILSHIRE BLVD., SUITE 2200  
 LOS ANGELES CA 90010-

T-03549A  
 MVX COMMUNICATIONS, LLC  
 100 ROWLAND WAY, SUITE 145  
 NOVATO CA 94945-

DECISION NO. 64800

T-03226A  
NATIONAL ACCOUNTS, INC.  
28 HILL ROAD, SUITE A  
PARSIPPANY NJ 07054-

T-03523A  
NET2000 COMMUNICATIONS SERVICES, INC.  
2180 FOX MILL ROAD  
HERNDON VA 20171-

T-03807A  
NETLOJIX TELECOM, INC  
501 BATH STREET  
SANTA BARBARA CA 93101-

T-03548A  
NET-TEL CORPORATION  
11921 FREEDOM DRIVE, SUITE 550  
RESTON VA 20190-

T-03643A  
NETWORK BILLING SYSTEMS, L.L.C.  
155 WILLOWBROOK BOULEVARD  
WAYNE NJ 07470-0000

T-03738A  
NETWORK COMMUNICATIONS INTERNATIONAL CORP.  
606 E. MAGRILL ST.  
LONGVIEW TX 75601-0000

T-03257A  
NETWORK ENHANCED TECHNOLOGIES, INC.  
700 S. FLOWER STREET, SUITE 420  
LOS ANGELES CA 90017-0000

T-03227A  
NETWORK UTILIZATION SERVICES  
P. O. BOX 990-165  
BOSTON MA 02199-

T-03824A  
NETWORKIP, LLC  
119 WEST TYLER STREET, SUITE 168  
LONGVIEW TX 75601-

T-03462A  
NEW CENTURY TELECOM, INC.  
8180 GREENSBORO DEIVE, SUITE 700  
MCLEAN VA 22102-

T-03788A  
NEW EDGE NETWORKS  
3000 COLUMBIA HOUSE BLVD.  
VANCOUVER WA 98661-

T-03553A  
NEXTEL LONG DISTANCE  
2001 EDMUND HALLEY DRIVE  
RESTON VA 20191-

T-03775A  
NEXTLINK LONG DISTANCE SERVICES, INC.  
3930 EAST WATKINS, STE. 200  
PHOENIX AZ 85034-

T-02662A  
NORSTRAN NETWORK SERVICES, INC.  
5101 SHADY OAK ROAD  
MINNETONKA MN 55343-

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T-03380A  
NORTH AMERICAN COMMUNICATIONS CONTROL, INC.  
789 PARK AVE. 2ND FLOOR  
HUNTINGTON NY 11743-

T-03199A  
NORTH AMERICAN TELEPHONE NETWORK, LLC  
% TECHNOLOGIES MGT. INC.  
P. O. DRAWER 200  
WINTER PARK FL 32790-0200

T-03540A  
NOVA TELECOM, INC.  
842 S. SECOND ST., SUITE 355  
PHILADELPHIA PA 19147-0000

T-03746A  
NOW COMMUNICATIONS, INC.  
2000 NEWPOINT PLACE PARKWAY, SUITE 900  
LAWRENCEVILLE GA 30043-

T-03541A  
NTS COMMUNICATIONS, INC.  
5307 W. LOOP 289  
LUBBOCK TX 79414-1610

T-03651A  
OLS, INC.  
1030 CAMBRIDGE SQUARE, SUITE E  
ALPHARETTA GA 30201-

T-03509A  
ONE SOURCE COMMUNICATIONS, INC.  
P O BOX 340  
ALLEGAN MI 49010-0000

~~T-03813A  
ONE TEL INC.  
ONE WEST OCEAN BOULEVARD, SUITE 2450  
LONG BEACH CA 90802-0000~~

T-03697A  
ONESTAR LONG DISTANCE, INC.  
7100 EAGLE CREST BLVD. SUITE B  
EVANSVILLE IN 47715-0000

T-03622A  
OPEX COMMUNICATIONS, INC.  
500 EAST HIGGINS ROAD, SUITE 200  
ELK GROVE VILLAGE IL 60007-0000

T-02565A  
OPTICOM  
801 CONGRESSIONAL BLVD.  
CARMEL IN 46032-0000

T-03129A  
OVERLOOK COMMUNICATIONS INTERNATIONAL CORP.  
6455 EAST JOHNS CROSSING, STE. 285  
DULUTH GA 30097-

T-03693A  
PAC-WEST TELECOMM, INC.  
1776 W. MARCH LANE, #250  
STOCKTON CA 95207-0000

T-03663A  
PAETEC COMMUNICATIONS, INC.  
ONE PAETEC PLAZA  
600 WILLOWBROOK OFFICE PARK  
FAIRPORT NY 14450-0000

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T-03353A  
PAGING NETWORK OF ARIZONA  
4975 PRESTON PARK BLVD. SUITE 600  
PLANO TX 75096-0000

T-03518A  
PEOPLE LINK BY TCI  
5619 DTC PARKWAY  
ENGLEWOOD CO 80111-3000

T-03126A  
PHASE 2 TELESYSTEMS, INC.  
8901 E. RAIN TREE #100  
SCOTTSDALE AZ 85260-

T-02643A  
PHOENIX TELCOM, INC.  
555 17TH STREET  
DENVER CO 80202-

T-03583A  
PHONES FOR ALL / TELEFONOS PARA TODOS  
14681 MIDWAY ROAD, SUITE 105  
ADDISON TX 75001-3147

T-03121A  
PNG TELECOMMUNICATIONS, INC.  
4839 BUSINESS WAY  
CINCINNATI OH 45246-

T-03568A  
PNV.NET, INC.  
6455 EAST JOHNS CROSSING SUITE 285  
DULUTH GA 30097-

T-02575B  
POPP TELCOM INCORPORATED  
620 MENDELSSOHN AVE. N  
GOLDEN VALLEY MN 55427-0067

T-02763A  
PROCOM  
ROUTE 3, BOX 69G  
BRUCETON MILLS WV 26526-0000

T-03737A  
PROMISE-NET INTERNATIONAL, LTD.  
2671 CENTERVILLE HIGHWAY  
SNELLVILLE GA 30078-0000

T-03844A  
PROMISEVISION TECHNOLOGY, INC.  
12211 N. PENNSYLVANIA  
OKLAHOMA CITY OK 73120-

T-03792A  
PT - 1 LONG DISTANCE  
30-50 WHITESTONE EXPRESSWAY  
WHITESTONE NY 11354-

T-02664A  
QUANTUMLINK COMMUNICATIONS  
3660 WILSHIRE BLVD. STE. 400  
LOS ANGELES CA 90010-0000

T-02811B  
QWEST COMMUNICATIONS CORPORATION  
555 17TH STREET  
DENVER CO 80202-

DECISION NO. 64800

T-03855A  
R.C.P. SERVICES  
2201 WAUKEGAN ROAD, SUITE W-100  
BANNOCKBURN IL 60015-

T-03569A  
RCN TELECOM SERVICES, INC.  
105 CARNEGIE CENTER  
PRINCETON NJ 08540-0000

T-03733A  
RDST, INC.  
8100 JETSTAR DRIVE, SUITE 100  
IRVING TX 75063-

T-03768A  
REFLEX COMMUNICATIONS, INC.  
83 SOUTH KING STREET, SUITE 106  
SEATTLE WA 98104-

T-02764A  
RESORT OPERATOR SERVICES  
62975 BOYD ACRES ROAD, STE. 2  
BEND OR 97701-8237

T-03621A  
RHYTHMS LINKS, INC.  
9100 E. MINERAL CIRCLE  
ENGLEWOOD CO 80112-0000

T-03739A  
ROCKY MOUNTAIN BROADBAND, INC.  
999 18TH STREET, SUITE 2201 NORTH TOWER  
DENVER CO 80202-0000

T-03588A  
RON JAWARSKI COMMUNICATIONS, INC..  
614 SOUTH 8TH STREET, SUITE 335  
PHILADELPHIA PA 19147-0000

T-03765A  
RSL COM PRIMECALL, INC.  
430 PARK AVENUE, 5TH FLOOR  
NEW YORK NY 10022-0000

T-03352A  
RSL COM U.S.A., INC.  
1001 BRINTON ROAD  
PITTSBURGH PA 15221-

T-03545A  
SATELLINK PAGING, LLC  
1325 NORTHMEADOW PARKWAY STE. 120  
ROSWELL GA 30076-

T-03811A  
SBC TELECOM, INC.  
5800 NORTHWEST PARKWAY, STE 125, RM 1-S-20  
SAN ANTONIO TX 78249-

T-03359A  
SCS OF ARIZONA, INC.  
110 STONY POINT ROAD, 2ND FLOOR  
SANTA ROSA CA 95401-

T-03477A  
SIMCOM COMMUNICATIONS  
3201 SOUTH TAMARAC DRIVE, STE. 200  
DENVER CO 80231-

DECISION NO. 64800

~~T-03250A  
SMARTALK TELESERVICES, INC.  
P O BOX 8023  
DUBLIN OH 43016-~~

T-03346A  
SOUTHWESTERN BELL LONG DISTANCE  
5850 W. LAS POSITAS BLVD.  
PLEASANTON CA 94588-0000

T-03381A  
SPEER VIRTUAL MEDIA, LTD. PARTNERSHIP  
999 18TH STREET #2100  
DENVER CO 80202-

T-03163A  
STAR NETWORK CORP.  
1575 SPINNAKER DR. #204  
VENTURA CA 93001-0000

T-03794A  
STARTEC GLOBAL LICENSING COMPANY  
10411 MOTOR CITY DRIVE, SUITE 301  
BETHESDA MD 20817-

T-03390A  
TEL ONE, INC.  
1001 E. SOUTHMORE, SUITE 600  
PASADENA TX 77502-

T-03181A  
TELECARE, INC.  
444 LAFAYETTE ROAD  
NOBLESVILLE IN 46060-0000

T-03116A  
SNET AMERICA, INC.  
6 DEVINE STREET, 1ST FLOOR  
NORTH HAVEN CT 06473-0000

T-03650A  
SPECIAL ACCOUNTS BILLING GROUP, INC.  
1523 WITHORN LANE  
INVERNESS IL 60067-0000

T-03338A  
STAPLES COMMUNICATIONS  
4 RESEARCH DRIVE, SUITE 500  
SHELTON CT 06484-

T-03104A  
STARLINK COMMUNICATIONS, L.L.C.  
1000 MARINA BOULEVARD, SUITE 600  
BRISBANE CA 94005-

T-02724A  
TABLE TOP TELEPHONE COMPANY INC  
600 N SECOND AVE  
AJO AZ 85321-

T-03681A  
TELCORP, LTD  
1250 BROADWAY  
HEWLETT NY 11557-

T-03542A  
TELECOM RESOURCES, INC.  
6455 EAST JOHNS CROSSING, STE. 285  
DULUTH GA 30097-

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T-03176A  
TRESKOM U.S.A., INC.  
1700 OLD MEADOW RD. 3RD FLOOR  
MCLEAN VA 22102-4302

T-03197A  
TTI NATIONAL, INC.  
201 SPEAR STREET, 9TH FLOOR  
SAN FRANCISCO CA 94105-

T-03572A  
TWISTER COMMUNICATIONS NETWORK, INC.  
100 MEDICAL CENTER BLVD., STE. 110  
CONROE TX 77304-0000

T-03594A  
U.S. NETWORK SERVICES, INC.  
6455 EAST JOHNS CROSSING, SUITE 285  
DULUTH GA 30097-

T-03840A  
UKI COMMUNICATIONS, INC.  
500 N. RAINBOW BLVD., SUITE 300  
LAS VEGAS NV 89107-

T-03849A  
UNITED COMMUNICATIONS HUB, INC.  
225 SOUTH LAKE AVENUE, SUITE 705  
PASADENA CA 91106-

T-03707A  
UNITED STATES ADVANCED NETWORK, INC.  
3080 NORTHWOODS CIRCLE  
NORCROSS GA 30071-0000

T-03558A  
UNITED STATES TELECOMMUNICATIONS, INC.  
5251 110TH AVENUE NORTH STE. 118  
CLEARWATER FL 33760-

T-03599A  
UNI-TEL COMMUNICATIONS GROUP, INC.  
47 EAST CHICAGO AVENUE #328  
NAPERVILLE IL 60540-

T-03506A  
UNIVANCE TELECOMMUNICATIONS, INC  
373 INVERNESS DRIVE SOUTH, STE. 100  
ENGLEWOOD CO 80112-0000

~~T-03806A  
UNIVERSAL ACCESS OF ARIZONA, INC.  
100 N. RIVERSIDE PLAZA, STE. 2200  
CHICAGO IL 60606-~~

T-02722A  
US WATS, INC.  
2 GREENWOOD SQUARE, SUITE 275  
3331 STREET ROAD  
BENSALEM PA 19020-

T-03413A  
USA TELE CORP.  
6455 EAST JOHNS CROSSING, STE. 285  
DULUTH GA 30097-

T-03401A  
VARTEC TELECOM (R) / CLEAR CHOICE  
COMMUNICATIONS  
1600 VICEROY  
DALLAS TX 75235-

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T-03475A  
 VERIZON AVENUE  
 TWO CONWAY PARK 150 FIELD DRIVE, STE. 300  
 LAKE FOREST IL 60045-0000

T-03198A  
 VERIZON ENTERPRISE SOLUTIONS  
 1166 AVENUE OF THE AMERICAS 7TH FLOOR  
 NEW YORK NY 10036-

T-03289A  
 VERIZON LONG DISTANCE  
 1320 N. COURT HOUSE RD 9TH FLOOR  
 ARLINGTON VA 22201-0000

T-03258A  
 VERIZON SELECT SERVICES INC.  
 6665 N. MACARTHUR BLVD., HQK02D84  
 IRVING TX 75039-

T-03790A  
 VIATEI SERVICES, INC.  
 2000 PENNSYLVANIA AVENUE N.W. STE. 5500  
 WASHINGTON DC 20006-

~~T-03327A  
 VISTA INTERNATIONAL COMMUNICATIONS  
 ATTN: MICHELLE ENGEL  
 111 W. MONROE STE. 1201  
 PHOENIX AZ 85003-~~

T-03460A  
 VOCALL COMMUNICATIONS CORP.  
 284 SHEFFIELD STREET  
 MOUONTAINSIDE NJ 07092-0000

T-03667A  
 VOICE STREAM WIRELESS  
 12920 SE 38TH STREET  
 BELLEVUE WA 98006-0000

T-03708A  
 VYVX, LLC  
 ONE WILLIAMS CENTER, MC 29-1  
 TULSA OK 74172-0000

~~T-03472A  
 W. T. COMMUNICATIONS SERVICES, INC.  
 2421 WEST 205TH STREET, SUITE D-207  
 TORRANCE CA 90501-0000~~

T-03820A  
 W2COM INTERNATIONAL, LLC  
 3500 PARK CENTER DRIVE  
 DAYTON OH 45414-

T-03816A  
 WEBNET COMMUNICATIONS, INC.  
 3248 PROSPECT AVENUE NW  
 WASHINGTON DC 20007-

T-03590A  
 WESTERN CLEC CORPORATION  
 3650 131ST AVENUE SE, SUITE 400  
 BELLEVUE WA 98006-

T-03023A  
 WINSTAR WIRELESS OF ARIZONA, INC.  
 1577 SPRING HILL RD., 2ND FLOOR  
 VIENNA VA 22182-

DECISION NO. 64800



405

T-03777A  
 360NETWORKS (USA) INC.  
 12101 AIRPORT WAY  
 BROOMFIELD CO 80021

T-03600A  
 ALLCOM USA  
 ALLCOM / ALLCOM INTERNATIONAL  
 2151 EAST CONVENTION CENTER WAY SUITE 207-A  
 ONTARIO CA 91764-4483

T-03605A  
 ALLIANCE GROUP SERVICES, INC.  
 1221 POST ROAD EAST  
 WESTPORT CT 06880-0000

T-02622A  
 AMERICAN TELEPHONE NETWORK, INC.  
 2313 6TH AVE SOUTH  
 BIRMINGHAM AL 35233-0000

T-03582A  
 ARCHTEL, INC.  
 1800 WEST PARK DRIVE SUITE 250  
 WESTBOROUGH MA 01581-0000

T-02428A  
 AT&T COMMUNICATIONS OF THE MOUNTAIN STATES,  
 INC.  
 111 WEST MONROE SUITE 1201  
 PHOENIX AZ 85003-0000

T-03686A  
 CAPROCK TELECOMMUNICATIONS CORP.  
 15601 NORTH DALLAS PARKWAY  
 DALLAS TX 75248

~~T-02723A  
 COMMUNIQUE TELECOMMUNICATIONS, INC.  
 LOGICAL  
 4015 GUASTI ROAD  
 ONTARIO CA 91761-0000~~

T-03647A  
 ENHANCED COMMUNICATIONS NETWORK, INC.  
 37 WINTHROP PLACE  
 HAZLET NJ 07730-0000

T-03631A  
 ERNEST COMMUNICATIONS, INC.  
 6475 JIMMY CARTER BLVD SUITE 300  
 NORCROSS GA 30071-0000

T-02438B  
 GLOBAL CROSSING TELECOMMUNICATIONS, INC.  
 180 SOUTH CLINTON AVENUE  
 ROCHESTER NY 14646-0000

T-03393A  
 GST NET, INC.  
 4001 MAIN STREET  
 VANCOUVER WA 98663

T-03730A  
 IG2, INC.  
 80-02 KEW GARDEN ROAD SUITE 5000  
 KEW GARDENS NY 11415-0000

T-03133A  
 INDEPENDENT NETWORK SERVICES CORP. (FN)  
 2600 N CENTRAL AVE SUITE #1750  
 PHOENIX AZ 85004-0000

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T-03654A  
LEVEL 3 COMMUNICATIONS, LLC  
1025 ELDORADO BLVD  
BROOMFIELD CO 80021-0000

T-03613A  
MAIN STREET TELEPHONE COMPANY  
200 ITHAN CREEK AVENUE  
VILLANOVA PA 19085-

T-02431A  
MCI WORLDCOM NETWORK SERVICES, INC.  
201 SPEAR STREET, 9TH FLOOR  
SAN FRANCISCO CA 94105

T-03548A  
NET-TEL CORPORATION  
11921 FREEDOM DRIVE  
RESTON VA 20190

T-03775A  
NEXTLINK LONG DISTANCE SERVICES, INC.  
3930 E. WATKINS SUITE 200  
PHOENIX AZ 85034

T-03335A  
NORTH COUNTY COMMUNICATIONS CORPORATION  
3802 ROSENCRANS SUITE 485  
SAN DIEGO CA 92110-0000

T-03475A  
ONE POINT COMMUNICATIONS  
TWO CONWAY PARK SUITE 300  
LAKE FOREST IL 60045

T-03622A  
OPEX COMMUNICATIONS, INC.  
500 EAST HIGGINS ROAD STE 200  
ELK GROVE VILLAGE IL 60007-0000

T-03693A  
PAC-WEST TELECOMM, INC.  
1776 W. MARCH LANE #250  
STOCKTON CA 95207

T-02811B  
QWEST COMMUNICATIONS CORPORATION  
555 17TH STREET  
DENVER CO 80202-0000

T-03569A  
RCN TELECOM SERVICES, INC.  
105 CARNEGIE CENTER  
PRINCETON NJ 08540-0000

T-03580A  
SINGLE BILLING SERVICES, INC.  
ASIAN AMERICAN ASSOCIATION  
9550 FLAIR DRIVE STE 409  
EL MONTE CA 91731-0000

T-03650A  
SPECIAL ACCOUNTS BILLING GROUP, INC.  
1523 WITHORN LANE  
INVERNESS IL 60067-0000

T-02432B  
SPRINT COMMUNICATIONS COMPANY, L.P.  
6860 WEST 115TH MS:KSOPKD0105  
OVERLAND PARK KS 66211

DECISION NO. 64800

T-03761A  
TELIGENT SERVICES, INC.  
8065 LEESBURG PIKE SUITE 400  
VIENNA VA 22182-0000

T-03754A  
TESS COMMUNICATIONS, INC.  
12050 PECOS STREET, STE. 300  
WESTMINSTER CO 80234

T-03911A  
TOUCH AMERICA  
130 N. MAIN STREET  
BUTTE MT 59701

T-03708A  
VYVX, LLC  
ONE WILLIAMS CENTER, MD 29-1  
TULSA OK 74172

T-03590A  
WESTERN CLEC CORPORATION  
3650 131ST AVE SE SUITE 400  
BELLEVUE WA 98006-0000

T-03779A  
WILLIAMS LOCAL NETWORK, INC.  
ONE WILLIAMS CENTER, MD 29-1  
TULSA OK 74172

T-03601A  
XO ARIZONA, INC.  
3930 EAST WATKINS SUITE 200  
PHOENIX AZ 85034-0000

DECISION NO. 64800

He

T-03777A  
360NETWORKS (USA) INC.  
12101 AIRPORT WAY  
BROOMFIELD CO 80021

T-03600A  
ALLCOM USA  
ALLCOM / ALLCOM INTERNATIONAL  
2151 EAST CONVENTION CENTER WAY SUITE 207-A  
ONTARIO CA 91764-4483

T-03605A  
ALLIANCE GROUP SERVICES, INC.  
1221 POST ROAD EAST  
WESTPORT CT 06880-0000

T-02622A  
AMERICAN TELEPHONE NETWORK, INC.  
2313 6TH AVE SOUTH  
BIRMINGHAM AL 35233-0000

T-03582A  
ARCHTEL, INC.  
1800 WEST PARK DRIVE SUITE 250  
WESTBOROUGH MA 01581-0000

T-02428A  
AT&T COMMUNICATIONS OF THE  
MOUNTAIN STATES, INC.  
111 WEST MONROE SUITE 1201  
PHOENIX AZ 85003-0000

T-03686A  
CAPROCK TELECOMMUNICATIONS CORP.  
15601 NORTH DALLAS PARKWAY  
DALLAS TX 75248

T-02723A  
COMMUNIQUE TELECOMMUNICATIONS, INC.  
LOGICALL  
4015 GUASTI ROAD  
ONTARIO CA 91761-0000

T-03647A  
ENHANCED COMMUNICATIONS NETWORK, INC.  
37 WINTHROP PLACE  
HAZLET NJ 07730-0000

T-03631A  
ERNEST COMMUNICATIONS, INC.  
6475 JIMMY CARTER BLVD SUITE 300  
NORCROSS GA 30071-0000

T-02438B  
GLOBAL CROSSING TELECOMMUNICATIONS, INC.  
180 SOUTH CLINTON AVENUE  
ROCHESTER NY 14646-0000

T-03393A  
GST NET, INC.  
4001 MAIN STREET  
VANCOUVER WA 98663

T-03730A  
IG2, INC.  
80-02 KEW GARDEN ROAD SUITE 5000  
KEW GARDENS NY 11415-0000

T-03133A  
INDEPENDENT NETWORK SERVICES CORP. (FN)  
2600 N CENTRAL AVE SUITE #1750  
PHOENIX AZ 85004-0000

DECISION NO. 64800



T-03761A  
TELIGENT SERVICES, INC.  
8065 LEESBURG PIKE SUITE 400  
VIENNA VA 22182-0000

T-03754A  
TESS COMMUNICATIONS, INC.  
12050 PECOS STREET, STE. 300  
WESTMINSTER CO 80234

T-03911A  
TOUCH AMERICA  
130 N. MAIN STREET  
BUTTE MT 59701

T-03708A  
VYVX, LLC  
ONE WILLIAMS CENTER, MD 29-1  
TULSA OK 74172

T-03590A  
WESTERN CLEC CORPORATION  
3650 131ST AVE SE SUITE 400  
BELLEVUE WA 98006-0000

T-03779A  
WILLIAMS LOCAL NETWORK, INC.  
ONE WILLIAMS CENTER, MD 29-1  
TULSA OK 74172

T-03601A  
XO ARIZONA, INC.  
3930 EAST WATKINS SUITE 200  
PHOENIX AZ 85034-0000

DECISION NO. 64800

REC  
T-03773A  
@LINKS NETWORKS, INC.  
2220 CAMPBELL CREEK BOULEVARD SUITE 110  
RICHARDSON TX 75082-0000

T-03827A  
2ND CENTURY COMMUNICATIONS  
7702 WOODLAND CENTER BOULEVARD SUITE 50  
TAMPA FL 33614-0000

T-03837A  
ADELPHIA BUSINESS SOLUTIONS OPERATIONS, INC.  
ONE NORTH MAIN STREET  
COUDERSPORT PA 16915-1141

T-03842A  
ADVANCED TELCOM GROUP, INC.  
110 STONY POINT ROAD 2ND FLOOR  
SANTA ROSA CA 95401

T-03815A  
AFN  
9401 INDIAN CREEK PARKWAY, STE. 140  
OVERLAND PARK KS 66210

T-03789A  
ALLEGIANCE TELECOM OF ARIZONA, INC.  
9201 N. CENTRAL EXPRESSWAY, 6B  
DALLAS TX 75231

T-03871A  
ALLIED RISER OF ARIZONA, INC.  
1700 PACIFIC AVENUE SUITE 400  
DALLAS TX 75201-0000

T-03887A  
ALLTEL COMMUNICATIONS, INC.  
ONE ALLIED DRIVE  
LITTLE ROCK AR 72202

T-03809A  
AMCOM LLC  
3551 S. MONACO PKWY PMB #174  
DENVER CO 80237

T-03838A  
AMERICAN METROCOMM LONG DISTANCE CORP.  
1615 POYDRAS STREET, STE. 1050  
NEW ORLEANS LA 70112

T-03608A  
ARIZONA DIAL TONE, INC.  
1065 EAST BROADWAY SUITE 201  
TEMPE AZ 85282

T-03810A  
BROADBAND OFFICE COMMUNICATIONS, INC.  
2900 TELESTAR COURT SUITE 2009  
FALLS CHURCH VA 22042-1206

T-03556A  
BUY-TEL COMMUNICATIONS, INC.  
6409 COLLEYVILLE BLVD.  
PO BOX 1170  
COLLEYVILLE TX 76034-1170

T-03686A  
CAPROCK TELECOMMUNICATIONS CORP.  
15601 NORTH DALLAS PARKWAY SUITE 700  
DALLAS TX 75248-0000

DECISION NO. 64800

T-03902A  
CENTURYTEL SOLUTIONS, LLC  
100 CENTURY PARK DRIVE  
MONROE LA 71203

T-03762A  
CP, INC.  
200 GALLERIA PARKWAY SUITE 1550  
ATLANTA GA 30339-0000

T-03862A  
CLWK TECHNOLOGIES, INC.  
2450 FONDREN STE 200  
HOUSTON TX 77063-0000

T-03784A  
CONNECT!  
124 WEST CAPITAL AVENUE SUITE 250  
LITTLE ROCK AR 72201-0000

T-03632A  
COVAD COMMUNICATIONS COMPANY  
4250 BURTON DRIVE  
SANTA CLARA CA 95054

T-03471A  
COX COMMUNICATIONS  
20401 N. 29TH AVE.  
PHOENIX AZ 85027

T-03892A  
CYPRESS COMMUNICATIONS OPERATING  
COMPANY, INC.  
15 PEIDMONT CENTER, STE. 100  
ATLANTA GA 30305

T-03571A  
DMJ COMMUNICATIONS, INC.  
2525 GRANDVIEW SUITE 900  
ODESSA TX 79761-0000

~~T-03606A  
DPI-TELECONNECT, INC.  
1290 GULF BLVD., STE. 2007  
CLEARWATER FL 33767~~

T-03727A  
DSLNET COMMUNICATIONS, LLC  
545 LONG WHARF DRIVE 5TH FLOOR  
NEW HAVEN CT 06511-0000

T-03808A  
EAGLE TELCO, INC.  
60 EAST 56TH STREET  
NEW YORK NY 10022

~~T-03642A  
EASK PHONE, INC.  
8625 WEST SAHARA AVENUE  
LAS VEGAS NV 89117~~

T-03590A  
ECLIPSE COMMUNICATIONS CORPORATION  
3650 131ST AVENUE SE STE. 400  
BELLEVUE WA 98006

T-03890A  
ELEC COMMUNICATIONS  
48 SOUTH SERVICE ROAD 3RD FLOOR  
MELVILLE NY 11747

DECISION NO. 64800

T-03882  
ENKIDO, INC.  
401 HACKENSACK AVENUE, 5TH FLOOR  
HACKENSACK NJ 7601

T-03631A  
ERNEST COMMUNICATIONS, INC.  
6475 JIMMY CARTER BLVD SUITE 300  
NORCROSS GA 30071-0000

T-03406A  
ESCHELON TELECOM OF ARIZONA, INC.  
730 SECOND AVENUE SOUTH SUITE 1200  
MINNEAPOLIS MN 55402-0000

T-03832A  
ESSENTIAL.COM, INC. - YOUR ENERGY &  
COMMUNICATIONS SUPERSTORE  
THREE BURLINGTON WOODS DRIVE 4TH FLOOR  
BURLINGTON MA 1803

T-03502A  
EZ TALK COMMUNICATIONS, L.L.C.  
4727 SOUTH MAIN  
STAFFORD TX 77477-0000

T-03901A  
GLOBAL TELELINK SERVICES, INC.  
6600 PEACHTREE DUNWOODY ROAD  
BLDG. 600, STE. 480  
ATLANTA GA 30328

~~T-03884A  
HIGHSPEED.COM OF ARIZONA, L.L.C.  
1520 KELLY PLACE SUITE 202  
WALLA WALLA WA 99362~~

T-03587A  
HJN TELECOM, INC.  
3235 SATELLITE BOULEVARD BUILDING 400, SUITE 300  
DULUTH GA 30096-0000

T-03566A  
ICG TELECOM GROUP, INC.  
161 INVERNESS DRIVE WEST  
ENGLEWOOD CO 80112

T-02623A  
ILD  
13000 SAWGRASS VILLAGE CIRCLE SUITE 41  
PONTE VEDRA BEACH FL 32082

T-03291A  
INTERMEDIA COMMUNICATIONS, INC.  
ONE INTERMEDIA WAY  
TAMPA FL 33647-1752

T-02654A  
INTERNATIONAL PLUS  
4380 BOULDER HIGHWAY  
LAS VEGAS NV 89121-0000

T-03674A  
JATO OPERATING CORP.  
1099 18TH STREET SUITE 2200  
DENVER CO 80202

T-03872A  
KMC TELECOM V, INC.  
1755 NORTH BROWN ROAD  
LAWRENCEVILLE GA 30043-0000

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T-03654A  
 LEVEL 3 COMMUNICATIONS, LLC  
 1025 EL DORADO BLVD  
 BROOMFIELD CO 80021-0000

T-03889A  
 LIVEWIRE NET  
 4577 PECOS STREET  
 DENVER CO 80211-0146

T-03883A  
 LOCAL GATEWAY EXCHANGE, INC.  
 700 N PEARL SUITE 200  
 DALLAS TX 75201-0000

T-03903A  
 LOOKING GLASS NETWORKS, INC.  
 18 W 140 BUTTERFIELD P.D. 16TH FLOOR  
 OAKBROOK TERRACE IL 60181

T-03853A  
 MAXCESS, INC.  
 100 WEST LUCERNE PLAZA SUITE 500  
 ORLANDO FL 32801-0000

T-03574A  
 MCIMETRO  
 201 SPEAR STREET 9TH FLOOR  
 SAN FRANCISCO CA 94105

T-03267A  
 MCLEODUSA TELECOMMUNICATIONS SERVICES, INC.  
 6400 C STREET  
 P. O. BOX 3177  
 CEDAR RAPIDS IA 52406

T-03774A  
 METROMEDIA FIBER NETWORK SERVICES, INC  
 360 HAMILTON AVE.  
 WHITE PLAINS NY 10601-0000

~~T-03367A  
 MOMENTUM TELECOM, INC.  
 3100 KERNERE BLVD STE C  
 SAN RAFAEL CA 94901-5452~~

T-03831A  
 MPOWER COMMUNICATIONS CORP.  
 171 SULLY'S TRAIL SUITE 202  
 PITTSFORD NY 14534-0000

T-03227A  
 NETWORK UTILIZATION SERVICES  
 PO BOX 990-165  
 BOSTON MA 02199-0000

T-03788A  
 NEW EDGE NETWORKS  
 3000 COLUMBIA HOUSE BOULEVARD  
 VANCOUVER WA 98661-0000

T-03627A  
 NORTHPOINT COMMUNICATIONS, INC.  
 303 2ND STREET  
 SAN FRANCISCO CA 94107

T-03746A  
 NOW COMMUNICATIONS, INC.  
 2000 NEWPORT PLACE PARKWAY SUITE 900  
 LAWRENCEVILLE GA 30043

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T-03475A  
ONEPOINT COMMUNICATIONS  
TWO CONWAY PARK  
150 FIELD DRIVE, SUITE 300  
LAKE FOREST IL 60045-0000

T-03881A  
ONSITE ACCESS LOCAL, LLC  
1372 BROADWAY SECOND FLOOR  
NEW YORK NY 10018-0000

T-03693A  
PAC-WEST TELECOMM, INC.  
1776 MARCH LANE SUITE 250  
STOCKTON CA 95207-0000

T-03583A  
PHONES FOR ALL/ TELEFONOS PARA TODOS  
14681 MIDWAY ROAD SUITE 105  
DALLAS TX 75244

T-03700A  
PRE-PAID PHONES, LTD  
1605 GOLDEN OAK DRIVE  
LAS VEGAS NV 89117-0000

T-03793A  
QUANTUMSHIFT COMMUNICATIONS, INC.  
88 ROWLAND WAY SUITE 145  
NOVATO CA 94945-0000

T-03557A  
QUICK-TEL COMMUNICATIONS, INC.  
456 WEST ROCK ISLAND  
P. O. BOX 196  
BOYD TX 76023

T-03127A  
QUINTELCO, INC.  
1 BLUE HILL PLAZA  
PEARL RIVER NY 10965-0000

T-02717A  
QWEST COMMUNICATIONS SERVICES  
4245 N. FAIRFAX DR. SUITE 12W064  
ARLINGTON VA 22203

~~T-03855A  
R.C.P. SERVICES  
2201 WAUKEGAN ROAD SUITE NO W - 100  
BANNOCKBURN IL 60015-0000~~

T-03569A  
RCN TELECOM SERVICES, INC.  
105 CARNEGIE CENTER  
PRINCETON NJ 08540-0000

T-03768A  
REFLEX COMMUNICATIONS, INC  
83 SOUTH KING STREET SUITE 106  
SEATTLE WA 98104-0000

T-03692A  
REGAL TELEPHONE COMPANY  
PO BOX 1240  
MISSOULA MT 59806-1240

T-03621A  
RHYTHMS LINKS, INC.  
9100 E. MINERAL CIRCLE  
ENGLEWOOD CO 80112-0000

**DECISION NO. 64800**

T-03811A  
 SBC TELECOM, INC.  
 5800 NORTHWEST PARKWAY SUITE 125  
 SAN ANTONIO TX 78249-0000

T-03893A  
 SERVISENSE.COM, INC.  
 180 WELLS AVENUE, STE. 450  
 NEWTON MA 2459

T-03485A  
 SMOKE SIGNAL COMMUNICATIONS  
 8700 SOUTH GESSNER  
 HOUSTON TX 77074-0000

T-03592A  
 TEL WEST COMMUNICATIONS L.L.C.  
 PO BOX 94447  
 SEATTLE WA 98124-0000

T-03876A  
 TELEPACIFIC COMMUNICATIONS  
 515 S FLOWER STREET 49TH FLOOR  
 LOS ANGELES CA 90071-0000

T-03905A  
 TELERGY NETWORK SERVICES, INC  
 ONE TELERGY PARKWAY  
 EAST SYRACUSE NY 13057-0000

T-03761A  
 TELIGENT SERVICES, INC.  
 8065 LEESBURG PIKE SUITE 400  
 VIENNA VA 22182-0000

T-03754A  
 TESS COMMUNICATIONS, INC.  
 12050 PECOS STREET, STE. 300  
 WESTMINSTER CO 80234

T-03501A  
 TIN CAN COMMUNICATIONS COMPANY L.L.C.  
 1003 WIRT ROAD SUITE 202  
 HOUSTON TX 77055-0000

T-03489A  
 U.S. DIAL TONE, INC.  
 23705 IH 10 WEST  
 SAN ANTONIO TX 78527

T-03558A  
 UNITED STATES TELECOMMUNICATIONS, INC.  
 5251 110TH AVENUE NORTH STE. 118  
 CLEARWATER FL 33760-0000

T-03806A  
 UNIVERSAL ACCESS OF ARIZONA, INC.  
 100 N. RIVERSIDE PLAZA, STE. 2200  
 CHICAGO IL 60606

T-03908A  
 VALOR TELECOMMUNICATIONS CLEC OF  
 ARIZONA, L.L.C.  
 600 EAST LAS COLINAS BLVD. STE. 1900  
 IRVING TX 75039

T-03258A  
 VERIZON SELECT SERVICES INC.  
 6665 N MACARTHUR BLVD HQK02D84  
 IRVING TX 75039-2443

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T-03873A  
WESTERN INTEGRATED NETWORKS OF ARIZONA  
OPERATING L.L.C.  
2000 SOUTH COLORADO BLVD. #2-670  
COLORADO CENTER TOWER TWO  
DENVER CO 80222

T-03601A  
XO ARIZONA, INC.  
3930 EAST WATKINS SUITE 200  
PHOENIX AZ 85018-0000

DECISION NO. 64800

T-02847A  
ACCIPITER COMMUNICATIONS INCORPORATED  
2238 W. LONE CACTUS DR., STE. 100  
PHOENIX AZ 85027

T-02063A  
ARIZONA TELEPHONE COMPANY  
PO BOX 5158  
MADISON WI 53705-0158

T-03554A  
CENTURYTEL OF THE SOUTHWEST, INC.  
CENTURYTEL  
PO BOX 4065  
MONROE LA 71211-4065

T-03214A  
CITIZENS TELECOMMUNICATIONS COMPANY OF THE  
WHITE MOUNTAINS, INC.  
4 TRIAD CENTER, STE. 200  
SALT LAKE CITY UT 84180

T-01954B  
CITIZENS UTILITIES RURAL COMPANY, INC.  
CITIZENS COMMUNICATIONS COMPANY OF ARIZONA  
4 TRIAD CENTER, STE. 200  
SALT LAKE CITY UT 84180

T-02727A  
COPPER VALLEY TELEPHONE, INC.  
PO BOX 970  
WILLCOX AZ 85644-0000

T-02532A  
MIDVALE TELEPHONE EXCHANGE  
PO BOX 7  
MIDVALE ID 83645-0000

T-02115A  
NAVAJO COMMUNICATIONS COMPANY, INC.  
4 TRIAD CENTER, STE. 200  
SALT LAKE CITY UT 84180

T-01051A  
QWEST CORPORATION  
3033 N. 3RD STREET, ROOM 1010  
PHOENIX AZ 85012

T-01869A  
RIO VIRGIN TELEPHONE COMPANY  
RIO VIRGIN TELEPHONE & CABLEVISION  
PO BOX 189  
ESTACADA OR 97023-0000

T-02892A  
SAN CARLOS APACHE TELECOMMUNICATION UTILITY,  
INC.  
PO BOX 701 245 S HILL  
GLOBE AZ 85502-0000

T-01923A  
SOUTH CENTRAL UTAH TELEPHONE ASSOCIATION, INC.  
PO BOX 226  
ESCALANTE UT 84726-0000

T-01072B  
SOUTHWESTERN TELEPHONE COMPANY, INC.  
PO BOX 5158  
MADISON WI 53705-0158

T-02724A  
TABLE TOP TELEPHONE COMPANY, INC.  
600 N SECOND AVENUE  
AJO AZ 85321-0000

DECISION NO. 64800

T-01847A  
VALLEY TELEPHONE COOPERATIVE INC.  
752 E MALLEY STREET P O BOX 970  
WILLCOX AZ 85643-0000

T-01846B  
VERIZON CALIFORNIA INC.  
ONE VERIZON WAY - CA500GCF  
THOUSAND OAKS CA 91362-3811

DECISION NO. 64800

*File*

T-02428A  
 AT&T COMMUNICATIONS OF THE MOUNTAIN  
 STATES, INC.  
 111 W. MONROE STE. 1201  
 PHOENIX AZ 85003-0000

T-03009A  
 BROOKS FIBER COMMUNICATIONS OF TUCSON, INC.  
 201 SPEAR STREET 9TH FLOOR  
 SAN FRANCISCO CA 94105-

T-03686A  
 CAPROCK TELECOMMUNICATIONS CORP.  
 15601 NORTH DALLAS PARKWAY SUITE 700  
 DALLAS TX 75248-

T-02755A  
 CITIZENS TELECOMMUNICATIONS COMPANY  
 5600 HEADQUARTERS DRIVE  
 PLANO TX 75024-

T-03213A  
 CITIZENS TELECOMMUNICATIONS COMPANY OF  
 ARIZONA L.L.C.  
 4 TRIAD CENTER, STE. 200  
 SALT LAKE CITY UT 84180-

T-03214A  
 CITIZENS TELECOMMUNICATIONS COMPANY OF THE  
 WHITE MOUNTAINS INC  
 4 TRIAD CENTER, STE. 200  
 SALT LAKE CITY UT 84180-

T-03466A  
 COMM SOUTH COMPANIES INC.  
 2909 N. BUCKNER BLVD., STE. 800  
 DALLAS TX 75228-0000

T-03632A  
 COVAD COMMUNICATIONS COMPANY  
 4250 BURTON DRIVE  
 SANTA CLARA CA 95054-0000

T-03471A  
 COX COMMUNICATIONS  
 20401 NORTH 29TH AVENUE  
 PHOENIX AZ 85027-0000

T-03187A  
 DIGITAL SERVICES CORPORATION  
 211 N. UNION ST, STE. 300  
 ALEXANDRIA VA 22314-

T-03411A  
 E.SPIRE  
 131 NATIONAL BUSINESS PARKWAY, STE. 100  
 ANNAPOLIS JUNCTION MD 20701-0000

T-03021A  
 E.SPIRE  
 131 NATIONAL BUSINESS PARKWAY, STE. 100  
 ANNAPOLIS JUNCTION MD 20701-0000

T-03054A  
 ELECTRIC LIGHTWAVE, INC.  
 4 TRIAD CENTER, STE. 200  
 SALT LAKE CITY UT 84180-

T-03406A  
 ESCHELON TELECOM OF ARIZONA, INC.  
 730 SECOND AVENUE SOUTH SUITE 1200  
 MINNEAPOLIS MN 55402-0000

**DECISION NO. 64800**

T-03658A  
GLOBAL CROSSING LOCAL SERVICES, INC.  
180 SOUTH CLINTON  
ROCHESTER NY 14646-0000

T-03539A  
GLOBAL CROSSING TELEMAGEMENT, INC.  
180 SOUTH CLINTON  
ROCHESTER NY 14646-0000

T-03291A  
INTERMEDIA COMMUNICATIONS INC  
ONE INTERMEDIA WAY  
TAMPA FL 33647-1752

T-03674A  
JATO OPERATING CORP.  
6200 SYRACUSE WAY, STE. 200  
ENGLEWOOD CO 80111

T-03654A  
LEVEL 3 COMMUNICATIONS, LLC  
1025 ELDORADO BLVD.  
BROOMFIELD CO 80021-

T-03532A  
MAX-TEL COMMUNICATIONS, INC.  
105 N. WICKHAM,  
P. O. BOX 280  
ALVORD TX 76225-0000

T-03394A  
MCI WORLDCOM COMMUNICATIONS, INC.  
201 SPEAR STREET 9TH FLOOR  
SAN FRANCISCO CA 94105-

T-03574A  
MCIMETRO  
201 SPEAR STREET 9TH FLOOR  
SAN FRANCISCO CA 94105-

T-03006A  
METROPOLITAN FIBER SYSTEMS OF ARIZONA, INC.  
201 SPEAR STREET 9TH FLOOR  
SAN FRANCISCO CA 94105-

T-03432A  
MOUNTAIN TELECOMMUNICATIONS, INC.  
2540 E. 6TH STREET  
TUCSON AZ 85716-0000

T-03335A  
NORTH COUNTY COMMUNICATIONS CORPORATION  
3802 ROSECRANS, SUITE 485  
SAN DIEGO CA 92110-0000

T-03475A  
ONEPOINT COMMUNICATIONS  
TWO CONWAY PARK,  
150 FIELD DRIVE, STE. 300  
LAKE FOREST IL 60045-0000

T-03569A  
RCN TELECOM SERVICES, INC.  
105 CARNEGIE CENTER  
PRINCETON NJ 08540-0000

T-03768  
REFLEX COMMUNICATIONS, INC.  
83 SOUTH KING STREET, STE. 106  
SEATTLE WA 98104

DECISION NO. 64800



T-03621A  
RHYTHM LINKS, INC.  
9100 E. MINERAL CIRCLE  
ENGLEWOOD CO 80112-0000

T-02432B  
SPRINT COMMUNICATIONS COMPANY L. P.  
6860 W. 115TH, MS:KSOPKD0105  
OVERLAND PARK KS 66211-

T-03016A  
TCG PHOENIX  
111 WEST MONROE STREET STE. 1201  
PHOENIX AZ 85004-

T-03342A  
THE PHONE COMPANY/NETWORK SERVICES  
OF NEW HOPE  
6805 ROUTE 202  
NEW HOPE PA 18938-0000

T-03402A  
TRANSAMERICAN TELEPHONE, INC.  
209 EAST UNIVERSITY  
DENTON TX 76201-0000

T-03258A  
VERIZON SELECT SERVICES, INC.  
6665 N MACARTHUR BLVD, HQK02D84  
IRVING TX 75039-0000

T-03023A  
WINSTAR WIRELESS OF ARIZONA, INC.  
1577 SPRING HILL RD. 2ND FLOOR  
VIENNA VA 22182-

T-03601A  
XO ARIZONA, INC.  
3930 E. WATKINS STE 200  
PHOENIX AZ 85034-

**TITLE 14. PUBLIC SERVICE CORPORATIONS; CORPORATIONS AND  
ASSOCIATIONS; SECURITIES REGULATIONS**

**CHAPTER 2. CORPORATIONS COMMISSION FIXED UTILITIES**

**ARTICLE 19. CONSUMER PROTECTIONS FOR UNAUTHORIZED CARRIER  
CHANGES**

Section

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R14-2-1902.	Purpose and Scope
R14-2-1903.	Application
R14-2-1904.	Authorized Telecommunications Company Change Procedures
R14-2-1905.	Verification of Orders for Telecommunications Service
R14-2-1906.	Notice of Change
R14-2-1907.	Unauthorized Changes
R14-2-1908.	Notice of Subscriber Rights
R14-2-1909.	Customer Account Freeze
R14-2-1910.	Informal Complaint Process
R14-2-1911.	Compliance and Enforcement
R14-2-1912.	Waivers
R14-2-1913.	Severability
R14-2-1914.	Script Submission

**R14-2-1901. Definitions**

- A. "Authorized Carrier" means any Telecommunications Company that submits, on behalf of a Customer, a change in the Customer's selection of a provider of telecommunications service, with the Subscriber's authorization verified in accordance with the procedures specified in this Article.
- B. "Commission" means Arizona Corporation Commission.
- C. "Customer" means the person or entity in whose name service is rendered, as evidenced by the signature on the application or contract for service, or by the receipt or payment of bills regularly issued in their name regardless of the identity of the actual user of service.
- D. "Customer Account Freeze" ("freeze") means an authorization, whether written, electronic, or internet with electronic signature authorization or verbal with third party verification, from a Subscriber to impose a stay on any change in telecommunications services.
- E. "Executing Telecommunications Carrier" means a Telecommunications Company that effects a request that a Subscriber's Telecommunications Company be changed.
- F. "Letter of Agency" means written authorization, including internet enabled with electronic signature, from a Subscriber for a change in Telecommunications Company.
- G. "Subscriber" means the Customer identified in the account records of a Telecommunications Company; and any person authorized by such Customer to change telecommunications services or to charge services to the account; or any person

contractually or otherwise lawfully authorized to represent such Customer.

- H. "Telecommunications Company" means a public service corporation, as defined in the Arizona Constitution, Article 15, § 2, which provides telecommunications services within the state of Arizona and over which the Commission has jurisdiction.
- I. "Unauthorized Carrier" means any Telecommunications Company that submits, on behalf of a Customer, a change in the Customer's selection of a provider of telecommunications service without the subscriber's authorization verified in accordance with the procedures specified in this Article.
- J. "Unauthorized Change" ("slamming") means a change in a Telecommunications Company submitted on behalf of a Subscriber that was not authorized in accordance with R14-2-1904 or not verified in accordance with R14-2-1905.
- K. "Unauthorized Charge" means any charge incurred as a result of an Unauthorized Change.

**R14-2-1902. Purpose and Scope**

These rules are intended to ensure that all Customers in this state are protected from an Unauthorized Change in their intraLATA, or interLATA long-distance Telecommunications Company. The rules promote satisfactory service to the public by local and intraLATA or interLATA long-distance Telecommunications Companies by establishing the rights and responsibilities of both company and Customer. The rules establish liability standards and penalties to ensure compliance.

**R14-2-1903. Application**

These rules apply to each Telecommunications Company. These rules do not apply to providers of wireless, cellular, personal communications services, or commercial mobile radio services, until those Telecommunications Companies are mandated by law to provide equal access.

**R14-2-1904. Authorized Telecommunications Company Change Procedures**

- A. A Telecommunications Company shall not submit a change on behalf of a Subscriber prior to obtaining authorization from the Subscriber and obtaining verification of that authorization in accordance with R14-2-1905.
- B. A Telecommunications Company submitting a change shall maintain and preserve records of verification of individual Subscriber authorization for 24 months.
- C. An Executing Telecommunications Company shall not contact the Subscriber to verify the Subscriber's selection received from a Telecommunications Company submitting a change.
- D. An Executing Telecommunications Company shall execute such changes as promptly as reasonable business practices will permit, which shall not exceed 10 business days from the receipt of a change notice from a submitting Telecommunications Company. The Executing Telecommunications Carrier shall have no liability for processing an Unauthorized Change.
- E. If a Telecommunications Company is selling more than one type of service, for example, local, intraLATA, or interLATA, it may obtain authorization from the Subscriber for all services authorized during a single contact.

**R14-2-1905. Verification of Orders for Telecommunications Service**

- A.** A Telecommunications Company shall not submit a change order unless it confirms the order by one of the following methods:
1. The Telecommunications Company obtains the Subscriber's written authorization, including internet enabled authorization with electronic signature, in a form that meets the requirements of this Section.
  2. The Telecommunications Company obtains the Subscriber's electronic or voice-recorded authorization for the change that meets the requirements of this Section.
  3. An independent third party, qualified under the criteria set forth in subsection F, obtains and records the Subscriber's verbal authorization for the change that confirms and includes appropriate verification data pursuant to the requirements of this Section.
- B.** Written authorization obtained by a Telecommunications Company shall:
1. Be a separate document containing only the authorizing language in accordance with verification procedures of this Section,
  2. Have the sole purpose of authorizing a Telecommunications Company change. and
  3. Be signed and dated by the Subscriber requesting the Telecommunications Company change.
- C.** A Letter of Agency may be combined with a marketing check. The Letter of Agency when combined with a marketing check shall not contain promotional language or material. The Letter of Agency when combined with a marketing check shall have on its face and near the endorsement line a notice in bold-face type that the Subscriber authorizes a Telecommunications Company change by signing the check. The notice shall be in easily readable, bold-face type and shall be written in both English and Spanish, as well as in any other language which was used at any point in the sales transaction.
- D.** An electronically signed Letter of Agency is valid written authorization.
1. A Telecommunications Company that obtains a Subscriber's electronic voice recorded authorization shall confirm the Customer identification and service change information. If a Telecommunications Company elects to verify sales by electronic voice recorded authorization, it shall establish one or more toll-free telephone numbers exclusively for that purpose. A call to the toll-free number shall connect the Subscriber to a recording mechanism that shall record the following information regarding the Telecommunications Company change:
  2. The identity of the Subscriber,
  3. Confirmation that the person on the call is authorized to make the Telecommunications Company change,
  4. Confirmation that the person on the call wants to make the Telecommunications Company change
  5. The name of the newly authorized Telecommunications Company,
  6. The telephone numbers to be switched, and
  7. The types of service involved.
- F.** A Telecommunications Company that verifies a Subscriber's authorization by an independent third party shall comply with the following:

1. The independent third party shall not be owned, managed, or controlled by the Telecommunications Company or the company's marketing agent.
2. The independent third party shall not have any financial incentive to verify that Telecommunications Company change orders are authorized.
3. The independent third party shall operate in a location physically separate from the Telecommunications Company or the company's marketing agent.
4. The independent third party shall inform the Subscriber that the call is being recorded and shall record the Subscriber's authorization to change the Telecommunications Company.
5. All third party verification methods shall elicit and record, at a minimum:
  - a. The identity of the Subscriber,
  - b. Confirmation that the person on the call is authorized to make the Telecommunications Company change,
  - c. Confirmation that the person on the call wants to make the Telecommunications Company change,
  - d. The name of the newly authorized Telecommunications Company,
  - e. The telephone numbers to be switched, and
  - f. The types of service involved.
6. The independent third party shall conduct the verification in the same language as was used in the initial sales transaction.

**R14-2-1906. Notice of Change**

When an Authorized Carrier changes a Subscriber's service, the Authorized Carrier, or its billing and collection agent, shall clearly and conspicuously identify any change in service provider, including the name of the new Authorized Carrier and its telephone number on a bill, a bill insert, or in a separate mailing. The notice of change shall be printed in both English and Spanish.

**R14-2-1907. Unauthorized Changes**

- A. A Subscriber shall notify the Unauthorized Carrier within a reasonable period of time after receiving notice of an Unauthorized Change. Any period of time of 60 days or less shall automatically be presumed to be reasonable, and any period of time longer than 60 days may be reasonable based on the circumstances.
- B. After a Subscriber notifies the Unauthorized Carrier that the change was unauthorized, the Unauthorized Carrier shall take all actions within its control to facilitate the Subscriber's return to the original Telecommunications Company as promptly as reasonable business practices will permit, but no later than five business days from the date of the Subscriber's notification to it.
- C. If a Telecommunications Company has been notified that an Unauthorized Change has occurred and the Telecommunications Company cannot verify within five business days that the change was authorized pursuant to R14-2-1905, the Telecommunications Company shall:
  1. Pay all charges to the original Telecommunications Company associated with returning the Subscriber to the original Telecommunications Company as promptly as reasonable business practices will permit, but no later than 30

- business days from the date of the Unauthorized Carrier's failure to confirm authorization of the change;
2. Absolve the Subscriber of all charges incurred during the first 90 days of service provided by the Unauthorized Carrier if a Subscriber has not paid charges to the Unauthorized Carrier;
  3. Forward relevant billing information to the original Telecommunications Carrier within 15 business days of a Subscriber's notification. The original Telecommunications Company may not bill the Subscriber for unauthorized service charges during the first 90 days of the Unauthorized Carrier's service but may thereafter bill the Subscriber at the original Telecommunications Company's rates; and
  4. Refund to the original Telecommunications Company, 150% of any Unauthorized Carrier's charges that a Subscriber paid to the Unauthorized Carrier. The original Telecommunications Company shall apply the credit of 150% to the Subscriber's authorized charges.
- D. Until the Telecommunications Company certifies with supporting documentation to the Subscriber that the change was verified pursuant to R14-2-1905, the billing Telecommunications Company shall not:
1. Suspend, disconnect, or terminate telecommunications service to a Subscriber who disputes any billing charge pursuant to this Section or for nonpayment of a charge related to an unauthorized change unless requested by the Subscriber, or
  2. File an unfavorable credit report against a Customer who has not paid charges that the Subscriber has alleged were unauthorized.
- E. The Customer shall remain obligated to pay any charges that are not disputed.
- F. The Telecommunications Company shall maintain and preserve individual Customer records of Unauthorized Change complaints for 24 months.
- G. Each occurrence of slamming to an individual account shall constitute a separate violation of this Article, subject to individual enforcement actions and penalties as prescribed herein.

**R14-2-1908. Notice of Subscriber Rights**

- A. A Telecommunications Company shall provide to each of its Subscribers notice of the Subscriber's rights regarding Unauthorized Changes and Unauthorized Charges.
- B. The Subscriber notice shall include the following:
1. The name, address and telephone numbers where a Subscriber can contact the Telecommunications Company;
  2. A Telecommunications Company is prohibited from changing telecommunications service to another company without the Subscriber's permission;
  3. An Unauthorized Telecommunications Carrier changing telecommunications service without the Subscriber's permission is required to remove all Unauthorized Charges from the Subscriber's account;
  4. A Telecommunications Company that has switched telecommunications service without the Subscriber's permission is required to pay all charges associated with returning the Customer to the original Telecommunications Company as promptly

as reasonable business practices will permit, but no later than 30 business days from the Subscriber's request;

5. An Unauthorized Carrier shall absolve a Subscriber of all unpaid charges which were incurred during the first 90 days of service provided by the Unauthorized Carrier;
  6. If a Subscriber incurred charges for service provided during the first 90 days of service with the Unauthorized Carrier, the Unauthorized Carrier shall forward the relevant billing information to the original Telecommunication Company. The original Telecommunications Company may bill the Customer for those services at the original Telecommunications Company's rates;
  7. If a Subscriber has paid charges to the Unauthorized Carrier, the Unauthorized Carrier must pay 150% of the charges to the original Telecommunications Company and the original Telecommunications Company shall apply the 150% as credit to the Customer's authorized charges;
  8. A Subscriber who has been slammed can contact the Unauthorized Carrier to request the service be changed back in accordance with R14-2-1907;
  9. A Subscriber who has been slammed can report the Unauthorized Change to the Arizona Corporation Commission;
  10. The name, address, web site, and toll free consumer services telephone number of the Arizona Corporation Commission; and
  11. A Subscriber can request their local exchange company place a freeze on the Customer's telecommunications service account.
- C. Distribution, language and timing of notice.
1. A Telecommunications Company shall provide the notice described in this Section to new Customers at the time service is initiated, and upon a Subscriber's request.
  2. A Telecommunications Company that publishes a telephone directory or contracts for publication of a telephone directory, shall arrange for the notice to appear in the white pages of its annual telephone directory.
  3. A Telecommunications Company with a web site shall display the notice described in this Section on the company's web site.
  4. The notice of subscriber rights described in this Section shall be written in both English and Spanish.

**R14-2-1909. Customer Account Freeze**

- A. A Customer Account Freeze prevents a change in a Subscriber's intraLATA and interLATA Telecommunications Company selection until the Subscriber gives consent to lift the freeze to the local exchange company that implemented the freeze.
- B. A local exchange company that offers a freeze shall do so on a nondiscriminatory basis to all Subscribers.
- C. A Telecommunications Company that offers information on freezes shall clearly distinguish intraLATA and interLATA telecommunications services.
- D. A local exchange carrier shall not implement or remove a freeze without authorization obtained consistent with R14-2-1904 and verification consistent with R14-2-1905. However, a local exchange carrier shall remove a freeze if authorized by the subscriber in a three-way conference call meeting the requirements of 47 C.F.R. 64.1190(e)(2).

- E. A Telecommunications Company shall not charge the Customer for imposing or removing a freeze except under a Commission approved tariff.
- F. A Telecommunications Company shall maintain records of all freeze authorizations and repeals for the duration of the Customer Account Freeze or at least 24 months following the cancellation of the Customer Account Freeze or discontinuance of service provided to that account.

**R14-2-1910. Informal Complaint Process**

- A. A Subscriber may file an informal complaint within 90 days of receiving notice of an Unauthorized Charge, or, thereafter, upon a showing of good cause. The complaint shall be submitted to the Commission Staff in writing, telephonically, or via electronic transmission, and shall include:
  - 1. Complainant's name, address, telephone number;
  - 2. The names of the Telecommunications Companies involved;
  - 3. The approximate date of the alleged Unauthorized Change;
  - 4. A statement of facts, including documentation, to support the complainant's allegation;
  - 5. The amount of any disputed charges, including any amount already paid; and
  - 6. The specific relief sought.
- B. Commission Staff shall:
  - 1. Assist the parties in resolving the informal complaint;
  - 2. Notify the Executing Telecommunications Company, original Telecommunications Company, and alleged Unauthorized Carrier of the alleged Unauthorized Change;
  - 3. Require the alleged Unauthorized Carrier to provide an initial response within 5 business days;
  - 4. Require the alleged Unauthorized Carrier to provide documentation of the Subscriber's authorization. If such information is not provided to Staff within 10 business days of the initial Staff notification, Staff shall presume that an Unauthorized Change occurred;
  - 5. Advise the Telecommunications Company that it shall provide Staff with any additional information requested by Staff within 10 business days of Staff's request;
  - 6. Conduct a review of the complaint and related materials to determine if an Unauthorized Change has occurred;
  - 7. Inform the Subscriber, Executing Telecommunications Company, alleged Unauthorized Carrier, and original Telecommunications Company of Staff's findings upon conclusion of its review; and
  - 8. Inform the Telecommunications Company that failure to provide the requested information or a good faith response to Commission Staff within 15 business days shall be deemed an admission to the allegations contained within the request and the Telecommunications Company shall be deemed in violation of the applicable provisions of this Article.
- C. If the parties do not resolve the matter, the Staff will conduct a review of the informal complaint and related materials to determine if an Unauthorized Change has occurred,

which review shall be completed within 30 days of the Staff's receipt of the informal complaint.

- D. Upon conclusion its review, Staff shall render a written summary of its findings and recommendation to all parties. Staff's written summary is not binding on any party. Any party shall have the right to file a formal complaint with the Commission under A.R.S. §40-246.

**R14-2-1911. Compliance and Enforcement**

- A. A Telecommunications Company shall provide a copy of its records of Subscriber verification and Unauthorized Changes maintained under the requirements of this Article to Commission Staff upon request.
- B. If the Commission finds that a Telecommunications Company is in violation of this Article, the Commission shall order the company to take corrective action as necessary, and the Commission may impose such penalties as are authorized by law. The Commission may sanction a Telecommunications Company in violation of this Article by prohibiting further solicitation of new customers for a specified period, or by revocation of its Certificate of Convenience and Necessity. The Commission may take any other enforcement actions authorized by law.
- C. The Commission Staff shall coordinate its enforcement efforts regarding the prosecution of fraudulent, misleading, deceptive, and anti-competitive business practices with the Arizona Attorney General.

**R14-2-1912. Waivers**

- A. The Commission may waive compliance with any of the provisions of this Article upon a finding that such a waiver is in the public interest.
- B. A Telecommunications Company may petition the Commission for a waiver of any provision of this Article by filing an application setting forth with specificity the waiver being sought, and the circumstances showing that a waiver is in the public interest.

**R14-2-1913. Severability**

If any provision of this Article is found to be invalid, it shall be deemed severable from the remainder of this Article and the remaining provisions of this Article shall remain in full force and effect.

**R14-2-1914. Script Submission**

Each Telecommunications Company shall file under seal in a docket designated by the Director of the Utilities Division a copy of all scripts used by its (or its agent's) sales or customer service workers. The Director of the Utilities Division may request further information or clarification on any script, and the Telecommunications Company shall respond to the Director's request within 10 days. The Director of the Utilities Division may initiate a formal complaint under R14-3-101 through R14-3-113 to review any script. The failure to file such a complaint or request further information or clarification does not constitute approval of the script, and the fact that the script is on file with the Commission may not be used as evidence that the script is just, reasonable, or not fraudulent.

## ARTICLE 20. CONSUMER PROTECTIONS FOR UNAUTHORIZED CARRIER CHARGES

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### **R14-2-2001. Definitions**

- A. "Authorized Carrier" means any Telecommunications Company that submits, on behalf of a Customer, a change in the Customer's selection of a provider of telecommunications service, with the Subscriber's authorization verified in accordance with the procedures specified in this Article.
- B. "Commission" means the Arizona Corporation Commission.
- C. "Customer" means the person or entity in whose name service is rendered, as evidenced by the signature on the application or contract for service, or by the receipt or payment of bills regularly issued in their name regardless of the identity of the actual user of service.
- D. "Subscriber" means the Customer identified in the account records of a Telecommunications Company; any person authorized by such Customer to change telecommunications services or to charge services to the account; or any person contractually or otherwise lawfully authorized to represent such Customer.
- E. "Telecommunications Company" means a public service corporation, as defined in the Arizona Constitution, Article 15, § 2, that provides telecommunications services within the state of Arizona and over which the Commission has jurisdiction. The phrase "Telecommunications Company" includes all providers of wireless, cellular, personal communications services, or commercial mobile radio services.
- F. "Unauthorized Charge" ("cramming") means any recurring charge on a Customer's telephone bill that was not authorized or verified in compliance with R14-2-2005. This does not include one-time pay-per-use charges or taxes and other surcharges that have been authorized by law to be passed through to the Customer. However, any charge related to a wireless phone delivered to a customer without the charge being expressly authorized and verified in accordance with R14-2-2005 is an Unauthorized Charge regardless of whether the charge is one-time or recurring.

### **R14-2-2002. Purpose and Scope**

The provisions of this Article are intended to ensure all Customers in this state are protected from Unauthorized Charges on their bill from a Telecommunications Company.

**R14-2-2003. Application**

This Article applies to each Telecommunications Company.

**R14-2-2004. Requirements for Submitting Authorized Charges**

- A. A Telecommunications Company shall provide its billing agent with its name, telephone number, and a list with detailed descriptions of the products and services it intends to charge on a Customer's bill so that the billing agent may accurately identify the product or service on the Customer's bill.
- B. A Telecommunications Company or its billing agent shall specify the product or service being billed and all associated charges.
- C. A Telecommunications Company or its billing agent shall provide the Subscriber with a toll-free telephone number the Subscriber may call for billing inquiries.

**R14-2-2005. Authorization Requirements**

- A. A Telecommunications Company shall record the date of a service request and shall obtain from the Subscriber requesting a product or service the following:
  - 1. The name and telephone number of the Customer,
  - 2. Verification that Subscriber is authorized to order the product or service, and
  - 3. Explicit Subscriber acknowledgement that the charges will be assessed on the Customer's bill.
- B. A Telecommunications Company shall communicate the following information to a Subscriber requesting a product or service:
  - 1. An explanation of each product or service offered,
  - 2. An explanation of all applicable charges,
  - 3. A description of how the charge will appear on the Customer's bill,
  - 4. An explanation of how a product or service can be cancelled, and
  - 5. A toll-free telephone number for Subscriber inquiries.
- C. The authorization required by R14-2-2005(A) and the communications required by R14-2-2005(B) shall be given in all languages used at any point in the sales transaction. At the beginning of any sales transaction, the Telecommunications Company must offer to conduct the transaction in English or Spanish and must comply with the Customer's choice.
- D. During each contact during which the Telecommunications Company offers to sell a product or service or during which a subscriber requests to buy a product or service, the Telecommunications Company shall inform the subscriber of the cost of "basic local exchange telephone service" as defined in R14-2-1201(6), if provided. A Telecommunications Company shall not use the term basic or any other misleading language in describing any product or service. The term "basic" can only be used for a plan that includes only basic local exchange telephone service.
- E. The individual Subscriber authorization record shall be maintained by the Telecommunications Company for 24 months.

**R14-2-2006. Unauthorized Charges**

- A. Upon discovery of an Unauthorized Charge, or upon notification by a Subscriber of an Unauthorized Charge, the billing Telecommunications Company shall:

1. Immediately cease charging the Customer for the unauthorized product or service;
  2. Remove the Unauthorized Charge from the Customer's bill within 45 days;
  3. Refund or credit to the Customer all money paid by the Customer at the Customer's option for any Unauthorized Charge. If any Unauthorized Charge is not refunded or credited within two billing cycles, the Telecommunications Company shall pay interest on the amount of any Unauthorized Charges at an annual rate established by the Commission until the Unauthorized Charge is refunded or credited;
  4. Provide the Subscriber all billing records under the control of the Telecommunications Company related to any Unauthorized Charge. The billing records shall be provided within 15 business days of the Subscriber's notification; and
  5. Maintain a record of each Unauthorized Charge of every Customer who has experienced any Unauthorized Charge for 24 months. The record shall include:
    - a. The name of the Telecommunications Company,
    - b. Each affected telephone number,
    - c. The date the Subscriber requested the Unauthorized Charge be removed from the Customer's bill, and
    - d. The date the Customer was refunded or credited the amount that the Customer paid for any Unauthorized Charge.
- B.** After a charge is removed from the Customer's bill, the Telecommunications Company shall not rebill the charge unless one of the following occurs:
1. The Subscriber and the Telecommunications Company agree the customer was accurately billed.
  2. The Telecommunications Company certifies with supporting documentation to the Subscriber that the charge was authorized pursuant to R14-2-2005.
  3. A determination is made pursuant to R14-2-2008 that the charge was authorized.
- C.** Until a charge is reinstated pursuant to subsection B, a Telecommunications Company shall not:
1. Suspend, disconnect, or terminate telecommunications service to a Subscriber who disputes any billing charge pursuant to this Article or for nonpayment of an alleged Unauthorized Charge; or
  2. File an unfavorable credit report against a Customer who has not paid charges that the Subscriber has alleged were unauthorized.
- D.** The Customer shall remain obligated to pay any charges that are not disputed.
- E.** Each occurrence of cramming an individual account shall constitute a separate violation of this Article, subject to individual enforcement actions and penalties as prescribed herein.

**R14-2-2007. Notice of Subscriber Rights**

- A.** A Telecommunications Company shall provide to each of its Subscribers a notice of the Subscriber's rights regarding Unauthorized Charges.
- B.** The notice may be combined with the notice required by R14-2-1908.
- C.** The notice shall include the following:
  1. The name, address and telephone number where a Subscriber can contact the Telecommunications Company;

2. A statement that a Telecommunications Company is prohibited from adding products and services to a Customer's account without the Subscriber's authorization;
3. A statement that the Telecommunications Company is required to return the service to its original service provisions if an Unauthorized Charge is added to a Customer's account;
4. A statement that the Telecommunications Company shall not charge for returning the Customer to their original service provisions;
5. A statement that the Telecommunications Company must refund or credit, at the Customer's option, to the Customer any amount paid for Unauthorized Charges as promptly as reasonable business practices permit, but no later than 15 days from the Subscriber's notification;
6. A statement that a Customer who has been crammed can report the Unauthorized Charge to the Arizona Corporation Commission; and
7. The name, address, web site, and toll-free consumer services telephone number of the Arizona Corporation Commission.

**D. Distribution, language and timing of notice.**

5. A Telecommunications Company shall provide the notice described in this Section to new Customers at the time service is initiated, and upon Subscriber's request.
6. A Telecommunications Company that publishes a telephone directory or contracts for publication of a telephone directory, shall arrange for the notice to appear in the white pages of its annual telephone directory.
7. A Telecommunications Company with a web site shall display the notice described in this Section on the company's web site.
8. The notice of subscriber rights described in this Section shall be written in both English and Spanish.

**R14-2-2008. Informal Complaint Process**

- A.** A Subscriber may file an informal complaint within 90 days of receiving notice of an Unauthorized Charge, or, thereafter, upon a showing of good cause. The complaint shall be submitted to the Commission Staff in writing, telephonically or via electronic transmission, and shall include:
1. Complainant's name, address, telephone number;
  2. The name of the Telecommunications Company that submitted the alleged Unauthorized Charge;
  3. The approximate date of the alleged Unauthorized Charge;
  4. A statement of facts, and documentation, to support the complainant's allegation;
  5. The amount of any disputed charges including the amount already paid; and
  6. The specific relief sought.
- B.** The Commission Staff shall:
1. Assist the parties in resolving the complaint;
  2. Notify the Telecommunications Company of the alleged Unauthorized Charge;
  3. Require the Telecommunications Company to provide an initial response within five business days of receipt of notice from the Commission;

4. Require the Telecommunications Company to provide documentation of the Subscriber's new service or product request. If such information is not provided to the Staff within 10 business days of the initial Staff notification, Staff shall presume that an Unauthorized Charge occurred;
  5. Advise the Telecommunications Company that it shall provide Staff any additional information requested within 10 business days of Staff's request;
  6. Conduct a review of the complaint and related materials to determine if an Unauthorized Charge occurred;
  7. Inform the Subscriber and the Telecommunications Company of Staff's findings upon conclusion of its review; and
  8. Inform the Telecommunications Company that failure to provide the requested information or a good faith response to Commission Staff within 15 business days shall be deemed an admission to the allegations contained within the request and the Telecommunications Company shall be deemed in violation of the applicable provisions of this Article.
- C. If the parties do not resolve the matter, the Staff will conduct a review of the informal complaint and related materials to determine if an Unauthorized Charge has occurred, which review shall be completed within 30 days of the Staff's receipt of the informal complaint.
- D. Upon conclusion of its review, Staff shall render a written summary of its findings and recommendation to all parties. Staff's written summary is not binding on any party. Any party shall have the right to file a formal complaint with the Commission under A.R.S. §40-246.

**R14-2-2009. Compliance and Enforcement**

- A. A Telecommunications Company shall provide a copy of records related to a Subscriber's request for services or products to Commission Staff upon request.
- B. If the Commission finds that a Telecommunications Company is in violation of this Article, the Commission shall order the company to take corrective action as necessary, and the company may be subject to such penalties as are authorized by law. The Commission may sanction a Telecommunications Company in violation of this Article by prohibiting further solicitation of new customers for a specified period, or by revocation of its Certificate of Convenience and Necessity. The Commission may take any other enforcement actions authorized by law.
- C. The Commission Staff shall coordinate its enforcement efforts regarding the prosecution of fraudulent, misleading, deceptive, and anti-competitive business practices with the Arizona Attorney General.

**R14-2-2010. Waivers**

- A. The Commission may waive compliance with any provision of this Article upon a finding that such a waiver is in the public interest.
- B. A Telecommunications Company may petition the Commission for a waiver of any provision of this Article by filing an application for waiver setting forth with specificity the waiver being sought and the circumstances showing that a waiver is in the public interest.

**R14-2-2011. Severability**

If any provision of this Article is found to be invalid, it shall be deemed severable from the remainder of this Article and the remaining provisions of this Article shall remain in full force and effect.

**R14-2-2012. Script Submission**

Each Telecommunications Company shall file under seal in a docket designated by the Director of the Utilities Division a copy of all scripts used by its (or its agent's) sales or customer service workers. The Director of the Utilities Division may request further information or clarification on any script, and the Telecommunications Company shall respond to the Director's request within 10 days. The Director of the Utilities Division may initiate a formal complaint under R14-3-101 through R14-3-113 to review any script. The failure to file such a complaint or request further information or clarification does not constitute approval of the script, and the fact that the script is on file with the Commission may not be used as evidence that the script is just, reasonable, or not fraudulent.