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**ARIZONA CORPORATION COMMISSION**

06D

March 27, 2006

Charles Fortier  
24741 Via Del Rio  
Lake Forest, CA 92630

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AZ CORP COMMISSION  
DOCUMENT CONTROL

RE: Staffs Letter of Insufficiency and First Set of Data Requests to Charles Fortier d/b/a A Better Payphone Co., Docket No. T-20447A-06-0160

Dear Mr. Fortier:

The data requests are continuing and your answers or any documents supplied in response to these data requests should be supplemented with any additional information or documents that come to your attention after you have provided the initial responses. Please provide Docket Control with the information being requested within **60 days** of the date of this letter. Mail an original plus 13 copies to Docket Control, Arizona Corporation Commission, 1200 W. Washington Street, Phoenix, Arizona 85007-2927. If no response is received, Staff will recommend that the application be terminated. If the application is terminated, the Applicant cannot provide the same telecommunications services in Arizona for which it is currently applying, until such time as a new application is filed with and approved by the Commission.

Remember that information submitted for a CC&N will be made a part of the public record (including financial statements). Any information designated as confidential will not be accepted by Docket Control. If you have any questions, please contact me at (602) 364-0235. Thank you for your prompt response to this request.

Respectfully,

Julian Pereira  
Public Utilities Analyst  
Utilities Division

Enclosure(s)

cc: Docket Control Center (Original and Thirteen Copies)

STAFF'S FIRST SET OF DATA REQUESTS FOR  
CHARLES FORTIER D/B/A A BETTER PAYPHONE CO.  
DOCKET NO. T-20447A-06-0160

Please make sure each numbered item and each part of the item is answered completely. If it is not, Staff will resubmit the numbered item(s) and/or part(s) of the item in a following data request. In order for Staff to continue with its review of this application, the following information must be submitted:

1. Please provide a copy of your customer information placard for customer owned pay telephone ("COPT"). Enclosed is a copy of the regulations pertaining to the COPT placard. Make sure your placard has all the information requested in item numbers 5 and 6a through 6g.
2. Please use the above reference numbers and letters (5 and 6a through 6g) to label each regulatory item listed on your COPT placard. This will help ensure that each required item is listed on your COPT placard. In turn, this will help expedite processing of your application to provide COPT service in Arizona.
3. Please describe any affiliated relationships with other Public Service Corporations or Telecommunications Companies operating in the State of Arizona.
4. Please provide the addresses and descriptions of locations to be served in Arizona and include the name of the serving LEC.
5. Please provide a description of the equipment being used, or intended to be used, to provide service.
6. Please provide a list of services provided or to be provided and the proposed rates.
7. Please provide an example of the contract between the customer of record and the premises owner, if different.
8. Please describe how information posting and complaint handling requirements will be met.
9. If Applicant is planning to serve more than 50 locations, please submit relevant financial data, including current financial statements, the method of financing operations, and projected annual operating expenses. Please note that the number of service locations shall include all those of the customer of record and affiliates.

CUSTOMER-OWNED PAY TELEPHONE ("COPT") PROVIDERS COPT PLACARD MUST COMPLY WITH THE FOLLOWING REGULATIONS:

1. COPT instruments will be placed in well-lighted locations and will be maintained in good working order. The COPT provider will respond promptly to reports of equipment failure and other reasonable complaints. The COPT provider's name and telephone number of the COPT will be displayed prominently on each COPT instrument.
2. Instructions on how to make a call, how to report malfunctions and how to obtain refunds will be posted at every COPT location in those languages required by the Commission.
3. Services limitations (e.g. local calling only, outgoing calls only) will be clearly posted at each COPT location. If service is limited to local calling, access to local operators will be provided.
4. Access to Local Directory Assistance may be provided free of charge and without use of a coin. Charges for Directory Assistance will be clearly posted at each COPT location.
5. Time limits on local calls without additional coins will not be less than three (3) minutes. Time limitations will be clearly posted.
6. The COPT operator service provider will post all of the following information, on or near the COPT, in plain view of the end user:
  - a. The name, address and toll-free telephone number of the COPT provider;
  - b. A written disclosure that the rates, operator service charges and location specific surcharges of the COPT operator service provider apply for all operator-assisted calls;
  - c. A statement that interLATA calls made with calling cards, including IXC cards, may be carried by the COPT service provider;
  - d. Dialing instructions;
  - e. A toll-free telephone number for billing inquiries;
  - f. A description of complaint procedures; and
  - g. End-users have a right to obtain access to the interexchange carrier of their choice.

**Note:** Please use the above reference numbers and letters to label each regulatory item listed on your COPT placard. This will help ensure each required item is listed on your COPT placard. In turn, this will help expedite processing of your application to provide COPT service in Arizona.