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Decision # 66171



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Chairman Marc Spitzer  
Arizona Corporation Commission  
1200 West Washington  
Phoenix, AZ 85007



DOCKETED

Re: Cox Arizona Telcom's provision of telecommunications services to the Granite Mountain exchange

SEP 26 2003

Dear Chairman Spitzer:

DOCKETED BY	<i>CAH</i>
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The purpose of this letter is to discuss an issue that has recently surfaced regarding the provision of telecommunications services within a newly created telephone exchange called Granite Mountain. This exchange has portions located within the Scottsdale city limits with the remainder of the exchange located just outside Scottsdale's northeast city limit boundary. The Granite Mountain Exchange is currently within the filed service area of Midvale Telephone Exchange, Inc. who is the incumbent telecommunications provider<sup>1</sup>. The area being served within this exchange includes a new development by Luxor Homes called Sonoran Crest who has actively sought a telecommunications provider for this development. There are a number of new homes planned or under various stages of construction in and around the Sonoran Crest development.

Cox Arizona Telcom, LLC has recently started to provide telecommunications services to this specific area, believing that the entire area was within the city of Scottsdale city limits. As such, Cox assigned a small number of customers a telephone number with a "480" area code, when in fact the area code should have been "928." Cox has 12 active customers within this exchange with a total of 18 lines.

Upon learning that we had inadvertently assigned these few customers numbers in the wrong area code, Cox immediately restricted the offering of its telephony service to the area until such time this exchange becomes part of the 480 exchange area. As mentioned in the footnote below, this is set to take place at the end of June 2004.

Cox has discussed this situation with Commission Staff and has agreed that the best solution for the few customers being served is to "grandfather" those customers with their

<sup>1</sup> As way of background, the Granite Mountain exchange has its northern section bounded by Rio Verde Drive, 136<sup>th</sup> Street, Stage Coach Pass and 144<sup>th</sup> Street. The southern section is bounded by 120<sup>th</sup> Street, Deer Valley Road, the McDowell Mountain Regional Park and Jomax Road. Due to the southern five sections being located outside the Phoenix Metro Local Calling Area, the Commission, in Decision 66171, granted the Granite Mountain exchange mandatory two-way extended area service to the Phoenix Metro Exchange Area. This local calling area is to be expanded by June 30, 2004.

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current numbers in the 480 area code until Granite Mountain becomes part of the Phoenix metropolitan local calling area. Calls made by these customers to the Phoenix Metro area are billed as local calls. While Cox could disconnect the numbers it inadvertently assigned, that would be unnecessarily disruptive to the affected customers, when the Commission has decided to redraw the exchange boundaries next year. We believe that no action is necessary on the Commission's part; we are sending you this letter in the interest of full disclosure of our actions in case any questions arise in the future.

Cox regrets any confusion that this assignment error may have caused and i assure you that we are taking the proper precautions to prevent future mistakes of this type. We will work with Staff to review our procedures to meet all Commission requirements. Of course, our primary concern has been to do the right thing for the Cox telephone customers in this area, and we believe that letting the few "mis-assigned" customers continue with their existing numbers and service is the most practical solution. Should you have any questions in the meantime, please feel free to contact me directly at 623-322-8006.

Sincerely,



Mark DiNunzio  
Manager - Regulatory Affairs

cc: Ernest Johnson, Director - Utilities Division Arizona Corporation Commission  
Elijah Abinah, Assistant Director - Utilities Division Arizona Corporation  
Commission