



ORIGINAL

STAFF'S SECOND SET OF DATA REQUESTS TO
SANTRAC TECHNOLOGIES, INC.
DOCKET NO. T-04126A-02-0583

Arizona Administrative Code rule R14-2-1106(A4) states that the Commission may deny certification to any telecommunications company which does not possess adequate technical competency to provide the proposed services. SanTrac's technical competency cannot be determined based on the information submitted in the application. Because if this, Staff is requesting that Santrac provide information pertaining to the following:

1. Please detail how SanTrac is capable of carrying out the technical functions of a reseller of local telecommunications services.
2. Please detail the time and training necessary to carryout each function.

Arizona Corporation Commission
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RE: STAFF'S SECOND SET OF DATA REQUESTS TO SANTRAC
TECHNOLOGIES, INC DOCKET NO. T-04126A-02-0583

As requested by the Arizona Corporation Commission Utility Division, in this letter SanTrac Technologies Inc. provides detail information proving the technical competency to provide telecommunications services as a reseller in the State of Arizona.

First, I Abdullah M. Sanders, President/CEO of SanTrac Technologies Inc. obtained my technical knowledge by receiving an Associate of Applied Science degree in Electronics Technology and Bachelor of Science degree in Technical Management form DeVry University. The course work included telecommunication theory and Laboratory assignments. My indebt hands-on knowledge and skills was obtained by being a member of LAN/WAN network staff of specific departments at companies, such as IBM, Intel and the City of Phoenix. At the City of Phoenix I had a major role in configuring remote sites to access the City of Phoenix network. For example, at remote sites I performed configurations of DSL, IDSL, ISDN and T-1 customer premise equipment to communicate with telecommunication services. For example, I have experience in configuring Cisco routers/switches, Motorola Vanguard IDSL router, 3Com ISDN modems, and Actiontec 1520/Cisco 67X DSL modems. In addition, in many occurrences the ILEC provider incorrectly cross connected the telecommunication services at the demark to our 66 block or incorrectly wired the jack. Thus is when I had to troubleshoot many times by using a telecommunications tools to locate the correct pair on the 66 block and cross connects the pair properly. Also, when telecommunication circuits would malfunction I will troubleshoot by using loop back testing or network connectivity commands or troubleshoot the physical line to discover where the problems exist. In addition, SanTrac Technologies Inc. is a licensed contractor to installed telecommunications wiring solutions. Also, SanTrac Technologies Inc. has performed telecommunications tasks at our current customers' sites. For example, the installation of telecommunication voice and data cable and cross connecting voice/data services from the ILEC demark to our customers 66 block or telecommunication equipment. In additions, we have worked closely with the ILEC provider doing the provisioning of telecommunication services. Therefore, we have extensive experience with working with the ILEC. As a reseller of telecommunication services the provisioning of telecommunication services will be perform by the ILEC. In addition, currently we are the first point of contact for our customers when problems occur with telecommunications circuit or network problems.

Secondly, SanTrac Technologies Inc. technicians have the skills to install WINS telephone systems. Currently SanTrac Technologies is limiting its telecommunications services to only providing DSL, ISDN, IDSL, T-1 circuits under the current CC& N application and the Tariffs filed at the Arizona Corporation Commission.