

**COMMISSIONERS**  
MARC SPITZER - Chairman  
WILLIAM A. MUNDELL  
JEFF HATCH-MILLER  
MIKE GLEASON  
KRISTIN MAYES



ORIGINAL



0000068077

ARIZONA CORPORATION COMMISSION

RECEIVED

2003 OCT 20 A 9:24

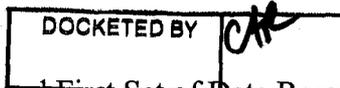
October 17, 2003  
Arizona Corporation Commission

DOCKETED

AZ CORP COMMISSION  
DOCUMENT CONTROL

Lalit Patel  
Shanti Properties, LLC  
2550 W. Louise Drive  
Phoenix, Arizona 85027

OCT 20 2003



RE: Staff's Letter of Insufficiency and First Set of Data Requests to Shanti Properties, LLC.  
Docket No. T-04214A-03-0760

Dear Mr. Patel:

On October 15, 2003, Shanti Properties ("Shanti") filed an application for a Certificate of Convenience and Necessity ("CC&N") to provide customer-owned pay telephone (COPT) services in the State of Arizona. The application is not sufficient. This data request lists the information Staff needs to complete its analysis of your application. Please treat this, as Staff's first set of data requests to Shanti in the above-referenced matter.

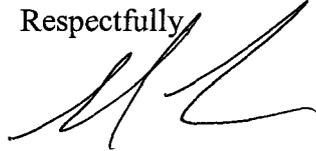
For purposes of this data request set, the words "Shanti", "Applicant", "the company", "you" and "your" refer to Shanti Properties, LLC and any representative, including every person and/or entity acting with, under the control of, or on behalf of Shanti. For each answer, please identify by name, title and address each person providing information that forms the basis for the response provided.

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 16 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

A handwritten signature in black ink, appearing to read 'AL', written in a cursive style.

Adam Lebrecht  
Executive Consultant I  
Utilities Division

Enclosure(s)

CC: Docket Control Center (Original and 16 copies)

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 procession your application to provide COPT service in Arizona.

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 your application to provide COPT service in Arizona.