

ORIGINAL



0000088297

100 Com

Phone: 513-942-7900, Fax: 513-942-5579

www.powernetglobal.com

RECEIVED

2008 SEP -5 P 2: 09

AZ CORP COMMISSION
DOCKET CONTROL

VIA OVERNIGHT MAIL

September 4, 2008

Docket Control
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007-2927

RE: Arizona Corporation Commission Staff's Procedural Order
PNG Telecommunications, Inc. (Docket No. T-03121A-06-0653) Amendment

To Whom It May Concern:

Please find enclosed for filing the Affidavit as well as the responses to the procedural order to PNG Telecommunications, Inc. d/b/a PowerNet Global Communications' application for a Certificate of Convenience and Necessity in the State of Arizona.

When these responses were originally filed on August 23, 2008 I filed it without the affidavit. It was only after filing that I realized I left the affidavit out. If there are any additional questions regarding this filing or any further data requests for this application should be directed to me at the above address and contacts.

Regards,

Robert Johnson
Regulatory Specialist
PowerNet Global Communications

Enclosures

Arizona Corporation Commission
DOCKETED

SEP -5 2008

DOCKETED BY

mm

AFFIDAVIT OF Dennis Packer

In the Matter of Arizona Corporation
Commission Staff's Procedural Order
PNG Telecommunications, Inc.
(Docket No. T-03121A-06-0653)

1. I am competent to testify to the matters contained herein and I make this affidavit on personal knowledge.
2. I am General Counsel and an Officer of PNG Telecommunications, Inc., d/b/a PowerNet Global Communications, Applicant in the above-captioned case.
3. I have been properly authorized by PNG Telecommunications, Inc. to make and execute this affidavit.
4. I have reviewed the foregoing Answers to Commission Staff's Procedural Order and now state that the contents of the Answers are true, accurate and correct to the best of my knowledge and belief.


Dennis M. Packer, General Counsel

On 9/4/08, 2008, Dennis M. Packer, who is known to me, appeared before me and, after being duly cautioned and sworn, subscribed the above affidavit in my presence.


Notary Public

**ROBERT A. JOHNSON, JR
NOTARY PUBLIC, STATE OF OHIO
MY COMMISSION EXPIRES 05-19-10**

**RESPONSES FROM
PNG TELECOMMUNICATIONS, INC.
d/b/a POWERNET GLOBAL COMMUNICATIONS
TO ARIZONA CORPORATION COMMISSION STAFF'S
PROCEDURAL ORDER
DOCKET NO. T-03121A-06-0653**

1. **PNG will use various underlying carriers (Qwest, Verizon, Level 3, and Paetec) to provide the IXC segment. PNG will use the LEC or the local provider to provide the access loops at the "A" and "Z" customer locations. PNG intends to provide this service to multi-location enterprise businesses like service centers, hotel chains, call centers, and healthcare providers. This service will allow them to easily transfer voice, data, and video between locations.**
2. **PNG will not own any facilities in Arizona**
3. **To clarify PNG intends to deploy network facilities in part through the leasing of Qwest facilities and in part through the leasing of other underlying carrier's facilities in Arizona. PNG will not own any facilities in Arizona.**
4. **The subject matter of the complaints is varied, ranging from slamming accusations to billing disputes. There was no one factor behind all of the complaints over the five year period set out by the commission.**
5. **All complaints have been resolved.**
6. **Complaints are resolved on a case by case basis. In some cases PNG was at fault and the appropriate actions were taken to correct the mistakes. In other cases the customer simply did not understand a charge or why they were being charged a certain amount, PNG works with these customers to help them understand their bills and can make adjustments where necessary.**
7. **Again, the subject matter of the complaints is varied, ranging from slamming accusations to billing disputes. There was no one factor behind all of the complaints over the five year period set out by the commission. Over this five year period PNG had approximately 500,000 customers nationwide. All complaints that are received are researched and answered as quickly and efficiently as possible. At no time did a commission disagree with PNG's resolutions and feel the need to take the informal complaint to more official levels.**
8. **PNG does feel that the response was accurate. These complaints can come from PUCs the BBB or the FCC, and come with no warning. At the time of the filing two years ago there were no open complaints.**
9. **N/A**