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Arizona Corporation Commission
ATTN: Pamela Genung
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Phoenix, AZ 85007-2927

AZ CORP COMMISSION
DOCKET CONTROL

RE: Staff's Letter of Insufficiency and First Set of Data Requests to Radical System Solutions, Inc.; Docket No. T-20642A-08-0588

Dear Sir/Madam:

Enclosed for filing please find the original and thirteen (13) copies of the response to staffs letter of insufficiency and first set of data requests filed on behalf of Radical System Solutions, Inc.

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it to me in the self-addressed stamped envelope provided for that purpose.

Any questions regarding this filing may be directed to my attention at (407) 740-3004 or via email at rnorton@tminc.com.

Sincerely,

Robin Norton, Consultant to
Radical System Solutions, Inc.

RN/lm
Enclosures

cc: James Brownfield - Radical
file: Radical - AZ
tms: AZn0800a

Arizona Corporation Commission

DOCKETED

APR 16 2009

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**ARIZONA CORPORATION COMMISSION
STAFF'S FIRST SET OF DATA REQUESTS TO
RADICAL SYSTEM SOLUTIONS, INC.
DOCKET NO. T-20642A-08-0588**

Please make sure each numbered item and each part of the item is answered completely. In order for Staff to continue with its review of this Application, the following information must be submitted.

- PJG 1.1** Does Radical System Solutions provide services, similar to those requested in its Arizona Application, in other States? If so, please:
1. provide the names of the others States and
 2. explain how Radical System Solutions' rates and charges in other States compare to those included in its proposed Arizona tariff.

Response: No, not at this time. Although Radical is an established and well-known equipment manufacturer, the company is not yet operational as a telecommunications service provider. Radical has obtained its FCC international authority and has also been certified in Nevada. The company's application in California is pending. Radical's rates and charges in all states will comply with Commission rules and rate caps.

- PJG 1.2** Does Radical System Solutions have any pending or unresolved complaints in other States? If so, please:
1. provide the names of the others States and
 2. discuss the nature of such complaints.

Response: No.

- PJG 1.3** Does Radical System Solutions have any pending or unresolved complaints before the Federal Communications Commission ("FCC")? If so, please:
1. provide the number of pending or unresolved complaints and
 2. the nature of all pending or unresolved complaints.

Response: No.

- PJG 1.4** On Original Page 11 of Radical System Solutions' proposed Arizona COPT Tariff No.1, at 2.6.1 Public Telephone Surcharge, the rate per call is listed at a maximum of \$0.75. The Commission's current policy allows a maximum per call rate of \$0.60. Therefore, it is recommended that a replacement page to the proposed tariff be filed containing the lesser maximum rate.

Response: Replacement page is attached.

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PJG 1.5

Please confirm if the following options will be made available to the caller and/or called party before any charges are assessed:

1. Rate quotes for collect calls will be available upon request at the time the call is placed.
2. Rate quotes will be provided via an automated announcement during the call setup process and prior to call acceptance.
3. The called party may listen to the rates and opt to refuse the call without incurring any charges.

If not available, please explain Radical System Solution's position regarding the communication of such information.

Response: Yes. Radical will offer a rate quote at no charge before the call is connected. Radical will comply with all state and FCC rate quote regulations.

PIG 1.6

On the Original Title Page of Radical System Solutions' proposed tariff, the Company has indicated that it is "currently non operational however a toll free number has been applied for". Please indicate whether a toll-free Customer Service Number is now available for use by customers of Radical System Solutions. If so, please indicate the toll-free number in your response. If not, please indicate when the toll-free number will be available to those customers for contacting the Company.

Response: Radical has now obtained its toll free number; it is 888-488-7808.

PIG 1.7

Regarding Advance Payments (section 2.5) policies in your proposed tariff, please:

1. explain for which services such policies might apply and;
2. clarify the credit history standards that might apply for use of such policies.

Response: Radical will not normally require advance payments. The purpose of tariffing advance payments is to allow an end user to make a payment in order to accept a collect call immediately. The situation typically arises when an end user has refused to pay for inmate calls billed to their LEC bill. Further calls are subsequently blocked. If that end user wants to be able to accept a collect call at a future date, the Company reserves the right to require a sufficient advance payment to cover charges for the call. There are no credit history standards for advance payments.

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FIG 1.8

A customer information placard was not provided with Radical System Solutions' Application pursuant to its explanation regarding the rules not being applicable to inmate phones. Please explain how Radical System Solutions or the correctional facility will inform inmate end users and their families or called parties about payphone dialing instructions, service limitations, service rates and the Radical System Solutions customer service number.

Response: Dialing instructions and rates are available via automated announcements before each call is placed. Service limitations are typically imposed by the correctional facility (allowed called-to numbers, call duration, telephone access, etc.) Inmates are not allowed access to toll free telephone numbers. The toll free customer service telephone number is shown on LEC bills and will also be on Radical's website.

FIG 1.9

Does the payphone surcharge apply on all COPT calls? If not, please explain under what conditions the payphone surcharge would apply.

Response: No. Pursuant to FCC order, inmate service providers are entitled to dial around payphone compensation under the same conditions as public payphone providers are. The surcharge would therefore apply when the payphone owner is not otherwise compensated for the use of the phone.

FIG 1.10

Based on the current rates specified on Original Page 25 in your proposed tariff, please identify all rate elements that would apply to a 3 minute Institutional Collect Local call. Also identify the rate elements that would apply to a 3 minute Institutional Collect IntraLATA or InterLATA call that includes long distance.

Response: An Institutional Collect Local call would consist of the Local Usage Charge Rate Per Call and the Local Operator Charge Per Call, for a total of \$2.45. A three minute Institutional Collect IntraLATA or InterLATA call would be the sum of the usage charge rate per minute times three ($\$0.30 \times 3 = \0.90) plus the Per Call Service charge of \$3.00, for a total of \$3.90.

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FIG 1.11

Section V.A. (RATES AND CHARGES) of Arizona's COPT Generic Tariff specifies that "COPT service will be provided at the following maximum rates and charges". Staff understands that Radical System Solutions has submitted a customized tariff, nonetheless, the COPT Generic tariff is considered a guide for rates and charges. Please explain if the rates and charges for Radical System Solutions' proposed services are within the maximum rates and charges of sections V.A.2 to V.A.3, as appropriate. If not, please explain why the Arizona Corporation Commission ("ACC") should waive the maximum rates and charges described in section V. and accept Radical System Solutions' proposed maximum rates and charges.

Response: Different LECs serve different areas in Arizona. Since Radical has no operations at this time in Arizona, it will not know who the serving LEC would be or who it would use an underlying toll provider until it has been awarded a correctional facility contract. The company therefore cannot predict how its proposed rates would compare.

Section V.A.2 and V.A.3 of the generic tariff pertain to non-operator assisted toll rates. Radical's Institutional services are automated operator assisted, and would therefore be more closely aligned with Section V.A.6.

In its tariff, Radical has proposed rates that are consistent with those on file by dominant carriers, and which are also at or below those approved by this Commission for other competitive institutional service providers.

Attachment I

PJG 1.4 – Replacement Tariff Page



SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.6 Taxes and Fees

All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

2.6.1 Public Telephone Surcharge

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all interstate, intrastate and international calls that originate from any domestic pay telephone used to access the Company's services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with the Company's service, applies for the use of the instrument used to access the Company's service and is unrelated to the service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and other interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any re-originated call (i.e., using the "#" symbol).

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

	<u>Minimum</u>	<u>Maximum</u>
Rate Per Call:	\$0.00	\$0.60

2.6.2 Arizona Universal Service Fund

The Company will assess a fee to support universal service in Arizona. The fee will be determined by the AUSF Administrator, and is subject to change upon order of the Commission.

Issued: December 04, 2008

Effective:

By:

James Brownfield, President
8018 E. Santa Ana Canyon Rd. Suite 100#163
Anaheim, CA 92808-1102

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