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ORIGINAL

AZ CORP COMMISSION
DOCKET CONTROL

Lori Morrison
Utilities Division
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007-2927

Re: Entelegent Solutions, Inc. – Responses to Staff's Second Set of Data Requests
Docket No. T-20663A-09-0130

Dear Sir/Madam:

Enclosed for filing on behalf of Entelegent Solutions, Inc. are the original and thirteen (13) copies of the Responses to the Second Set of Data Requests for the docket number referenced above.

Any questions you may have regarding this filing may be directed to my attention at (407) 740-3006 or via e-mail at croesel@tminc.com.

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

Thank you for your assistance.

Sincerely,

Carey Roesel
Consultant to Entelegent Solutions, Inc.

CR/gs
Enclosure

cc: Dave Gibson - Entelegent
File: Entelegent – AZ Local
TMS: AZL0900c

Arizona Corporation Commission
DOCKETED

OCT 26 2009

DOCKETED BY

STAFF'S SECOND SET OF DATA REQUESTS TO
ENTELEGENT SOLUTIONS, INC
DOCKET NO. T-20663A-09-0130

In addition to a paper response, all information responses should also be provided in searchable PDF, DOC or EXCEL files via email or electronic media.

Please make sure each numbered item and each part of the item is answered completely

- LLM 2.1 Referencing the Company's response to LLM 1.3, the Company states it does not anticipate having any employees located in Arizona for the foreseeable future. Since the Company will not have employees located in Arizona:
- a. How will the Company advertise its services in Arizona?
 - b. Does the Company has a call center and/or NOC (Network Operations Center) where it takes calls from customers who have concerns with service, bills and complaints in general? If not, why not. If so:
 1. Where is the call center and/or NOC (Network Operations Center) located;
 2. How many employees staff the center(s); and
 3. Is assistance available to customers 24 hours a day, 7 days a week? If not, provide the specific times and days of the week assistance is available for customers.

Response:

- a. **Entelegant will utilize independent agents for its sales efforts in Arizona. In addition, Entelegant often targets companies which have operations in many states, so sales efforts in other states can lead to business opportunities in Arizona.**
- b. **Yes.**
 1. **South Carolina**
 2. **Approximately 70**
 3. **Yes**

Response Provided By:

**Carey Roesel
Consultant to Entelegant Solutions, Inc.
2600 Maitland Center Parkway, Suite 300
Maitland, Florida 32751
407-740-3006
croesel@tminc.com**

STAFF'S THIRD SET OF DATA REQUESTS TO
CVC CLEC LLC
DOCKET NO. T-20646A-09-0005

LLM 2.2 Has the Company ever had its authority to provide service revoked? If so, please indicate when and where.

Response: No, the Company has never had its authority to provide service revoked.

Response Provided By:

Carey Roesel

Consultant to Entelegent Solutions, Inc.

2600 Maitland Center Parkway, Suite 300

Maitland, Florida 32751

407-740-3006

croesel@tminc.com

STAFF'S THIRD SET OF DATA REQUESTS TO
CVC CLEC LLC
DOCKET NO. T-20646A-09-0005

- LLM 2.3 Referencing the Company's Application, A-18, the Company indicates it is in the process of applying for nationwide (except Alaska) local exchange and interexchange telecommunications authority.
- a. Please provide a list of all jurisdictions, as of the present, which have granted authority for the Company to provide telecommunications services.
 - b. Did the Company also apply for authority to provide Access Services in all the jurisdictions indicated in its response to A-18? If not, please provide a list of jurisdictions where the Company will not be providing Access Services.

Response:

a. As of the present, Entelegent has authority to provide telecommunications services in the following states: AL (CLEC/IXC), CA (IXC), CO (CLEC/IXC), CT (CLEC/IXC), DC (CLEC), DE (CLEC/IXC), FL (CLEC/IXC), HI (CLEC/IXC), IA (CLEC/IXC), IL (CLEC/IXC), IN (CLEC/IXC), KS (CLEC/IXC), KY (CLEC/IXC), MA (CLEC/IXC), MD (CLEC/IXC), MI (CLEC/IXC), MN (CLEC/IXC), MO (CLEC/IXC), MS (CLEC/IXC), MT (CLEC/IXC), NC (CLEC), ND (CLEC/IXC), NE (CLEC/IXC), NH (CLEC/IXC), NJ (CLEC), NM (CLEC/IXC), NV (CLEC/IXC), NY (CLEC/IXC), OH (CLEC/IXC), OK (CLEC/IXC), OR (CLEC/IXC), RI (CLEC/IXC), SC (CLEC/IXC), SD (CLEC/IXC), TN (CLEC/IXC), TX (CLEC/IXC), UT (CLEC), VA (CLEC), VT (CLEC/IXC), WA (CLEC/IXC), WI (CLEC/IXC), WV (CLEC/IXC), and WY (CLEC/IXC).

b. Yes.

Response Provided By:

**Carey Roesel
Consultant to Entelegent Solutions, Inc.
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Maitland, Florida 32751
407-740-3006
croesel@tminc.com**