

ORIGINAL



ComTech21, L.L.C.  
Laura Matosian VP  
February 3, 2010  
Revised Tariff pages



February 3, 2010

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

Re: Revised Tariff pages 21-24,28 and 30

To Whom It May Concern:

ComTech21, L.L.C. ("ComTech21") hereby submits an amendment to the proposed tariff requested in the Staff Letter's sixth Set of Data Request T-04080A-04-0034.

In accordance with the Department's instructions contained in the above-referenced letter and those instructions provided by Candrea Allen via email, please find enclosed this original response and thirteen copies.

Sincerely,

Laura Matosian  
VP Operations

Arizona Corporation Commission  
**DOCKETED**  
FEB - 8 2010

DOCKETED BY

Cc: Lorraine Esposito, ComTech21, LLC Regulatory Compliance

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equipment, of disseminating a prerecorded message to the number called and which are calling party or called party controlled, are expressly prohibited.

2.18 Incomplete Calls

2.18.1 There shall be no charge for incomplete calls. No charge will be levied for unanswered calls. Customers will receive credit for calls placed to a wrong number if the customer notifies the Company of the error.

2.19 Overcharge/Undercharge

2.19.1 When a customer has been overcharged, the amount shall be refunded or credited to the customer.

3 DESCRIPTION OF SERVICES

3.1 Trial Services

3.1.1 The Company may offer new services, not otherwise tarified, from time to time on a trial basis subject to Commission approval. Such trials are limited to a maximum of six months at which time the trial offering must be either withdrawn or made available on permanent basis.

3.2 Promotional Offerings

3.2.1 The Company may offer existing services on a promotional basis, subject to Commission approval, that provides special rates, terms, or conditions of service. Promotional offerings are limited to a maximum of six months at which time the promotional offering must be either withdrawn or made available on a permanent basis. All promotions, regardless of whether services are given away for free, are subject to Commission approval.

3.3 Individual Case Basis ("ICB") Offerings

3.3.1 The tariff may not specify the price of the service in the tariff as "ICB". The Company may or may not have an equivalent service in it's the tariff on file with the Commission and the quoted ICB rates may be different than the tarified rates. An ICB must be provided under contract to a customer and the contract filed (can be under seal) with the Commission. All customers have non-discriminatory access to requesting the service under an ICB rate.

3.4 Standard Residence Local Exchange

Standard Residence Local Exchange Service provides the Customer with a single, analog, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Standard Residence Local Exchange Service lines are provided for the connection of Customer-provided wiring, telephones, facsimile machines or other station equipment. An optional per line hunting feature is available for multi-line Customers which routes a call to the next idle line in a prearranged group when the called line is busy.

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## 4 RATES AND CHARGES

## 4.1 Standard Residence Local Exchange.- Rates

Recurring charges for Standard Residence Local Exchange Service are billed monthly in advance. Usage charges, if applicable are billed in arrears. Usage charges may apply for calls placed from the Customer's line. No usage charges will apply to calls received by the Customer. Nonrecurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

The following charges apply to Standard Local Exchange Services lines per month. Rates and charges include Touchtone Service for each line. The rates grid charges below apply to service provided on a month-to-month basis.

SERVICE TYPE  
Local Month to Month Rate

Zone	Month to Month Rate	Minimum	Maximum
1	\$25.99	\$25.99	\$50.00
2	\$31.99	\$31.99	\$55.00
3	\$57.99	\$57.99	\$79.00

## 4.1.2 Non-Recurring Charges

Non-recurring charges apply to each line installed for the Customer. Non-recurring charges are in addition to applicable service order charges contained in Section 4 of this tariff. All such charges will appear on the next bill following installation of the service.

Non-recurring charges for installation of Residential lines are:

Zone	Non Recurring Charge	Minimum	Maximum
1	\$65.00	\$65.00	\$105.00
2	\$65.00	\$65.00	\$105.00
3	\$65.00	\$65.00	\$105.00

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 Features Offered on Monthly Basis

The following optional calling features are offered to Customers on a monthly basis. Customers are allowed unlimited use of each feature. No usage sensitive charges apply. Multi-line Customers must order the appropriate number of features based on the number of lines, which will have access to the feature.

Optional Feature	Current Monthly	Minimum	Maximum
Voice Mail	\$6.95	\$6.95	\$8.95
Inside Wire Maintenance	\$5.95	\$5.95	\$6.95
Call Screening	\$2.50	\$2.50	\$4.50
Auto Call Back (*69)	\$2.50	\$2.50	\$4.50
Auto Redial	\$2.50	\$2.50	\$4.50
Call Blocking	\$2.50	\$2.50	\$4.50
Distinctive Ring	\$2.50	\$2.50	\$4.50
Non-Listed Number	\$1.75	\$1.75	\$3.00
Non Published Number	\$4.95	\$4.95	\$6.95
Speed Calling 8	\$1.25	\$1.25	\$3.00

## Calculation of Rates

4.2.1 Rates for services are based on airline mileage between rate centers of the calling and called stations. The location of rate centers is based on information provided by Qwest-Arizona, Inc. Mileage is calculated using the Vertical and Horizontal (V&H) coordinate system from the National Exchange Carriers Association tariff F.C.C. No 4.

4.2.2 Timing of calls begins when the call is answered at the called station. Calls originating in one time period and terminating in another time period will be billed according to the rates in effect during each portion of the call.

## 4.3 Dial-Around Compensation Surcharge for Payphones

4.3.1 A Dial-Around Compensation Surcharge applies to all completed consumer intrastate long distance calls placed from public/semi-public payphone, which are not paid on a sent paid basis. The Surcharge applies to:

- A. Calling Card Service
- B. Collect Calls
- C. Third Party Billed

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D. Directory Assistance calls

E. Pre-paid card service

4.3.2 The Surcharge does not apply to:

A. Calls paid for by inserting coins

B. Calls placed from stations other than public/semi-public payphones.

C. Calls placed to the Arizona Telecommunications Relay Service for the hearing impaired.

D. Any calls for which the payphone provider is otherwise compensated pursuant to contract with the carrier.

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- 5.3.2.1 The ITP has obtained the customer's written authorization to submit the order that explains what occurs when a PIC is changed and confirms:
- 5.3.2.1.A The custom's billing name and address and each telephone number to be covered by the PIC change order;
  - 5.3.2.1.B The decision to change the PIC to the ITP; and
  - 5.3.2.1.C The customer's understanding of the PIC change fee; or
- 5.3.2.2 The ITP has obtained the customer's electronic authorization, placed from the telephone number (s) on which the PIC is to be changed, to submit the order that confirms the information described in 5.3.2.1 preceding to confirm the authorization; or
- 5.3.2.3 An appropriately qualified and independent third party operating in a location physically separate from the outbound telemarketing representative has obtained the customer's oral authorization to submit the PIC change that confirms and includes appropriate verification date (e.g., the customer's date of birth or social security number).
- 5.3.3 The Company will follow the Federal Communications Commission's and the Arizona Corporation Commission (if issued) regulations regarding slamming. The Company will no impose a penalty or charge for unauthorized IntraLATA toll provider changes.
- 5.3.4 The customer owns the exclusive right to select the PIC of their choice, and may choose to migrate from one carrier to another at any time. There is no reason a carrier may refuse to release a customer who has stated their intent to select a different carrier.

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The Federal Communications Commission and the Arizona Corporation Commission accepted the use of three-way calls to remove PIC freezes when the customer's IntraLATA toll presubscription choice has been frozen. Carriers must still follow the verification procedures for PIC changes of the Federal Communications Commission (e.g, independent 3<sup>rd</sup> party verification, written letter of agency from customer, electronic authorization) and the Arizona Corporation Commission (if used). The carriers will impose and/or life preferred carrier freeze request in accordance with Chapter 1 of Title 47 of the Code of Federal Regulation, Section 64.1190.

The customer owns the exclusive right to select the PIC freeze option on a per line basis, and may choose to unfreeze their PIC at any time in order to migrate from one carrier to another at any time. There is no reason a carrier may refuse to remove a PIC freeze from the line of a customer who has stated their intent to select a different carrier.

#### Marketing a PIC Freeze Option

The Company will not market the PIC freeze option to Customers within a 90-day period after implementation, i.e., 90 days following the Effective Date of this tariff. However, the freeze option is available during that period on Customer request.

#### 5.6 Informational Notice to Customers

The Company will provide written notification to customers of their IntraLATA presubscription options and rights within 30 days of subscribing for service. Notification will not contain information on PIC-freeze service.

#### 5.7 Rates and Charges

5.7.1	Charge for ITP Carrier Change	\$3.00 - \$10.00
5.7.1	Charge for Switchback Carrier Change	\$3.00- \$10.00

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