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MEMORANDUM

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TO: Docket Control

2010 APR 28 P 4: 53

FROM: Steven M. Olea
Director
Utilities Division

AZ CORP COMMISSION
DOCKET CONTROL

DATE: April 28, 2010

RE: **AMENDED STAFF REPORT - IN THE MATTER OF THE APPLICATION OF ENTELEAGENT SOLUTIONS, INC. FOR APPROVAL OF A CERTIFICATE OF CONVENIENCE AND NECESSITY FOR RESOLD LONG DISTANCE AND FACILITIES-BASED LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES (DOCKET NO. T-20663A-09-0130)**

Attached is the Amended Staff Report for the above Application requesting approval for a Certificate of Convenience and Necessity ("CC&N") to provide the following services:

- Resold Long Distance Telecommunications Services
- Facilities-Based Local Exchange Telecommunications Services
- Switched Access Services

Staff is recommending approval of the Application with conditions.

SMO:LLM:kdh

Originator: Lori Morrison

Attachment: Original and Thirteen copies

Arizona Corporation Commission

DOCKETED

APR 28 2010

DOCKETED BY	MM
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SERVICE LIST FOR: ENTELEGENT SOLUTIONS, INC.
DOCKET NO.: T-20663A-09-0130

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AMENDED STAFF REPORT
UTILITIES DIVISION
ARIZONA CORPORATION COMMISSION

ENTELEGENT SOLUTIONS, INC.

DOCKET NO. T-20663A-09-0130

IN THE MATTER OF THE APPLICATION OF ENTELEGENT SOLUTIONS, INC. FOR
APPROVAL OF A CERTIFICATE OF CONVENIENCE AND NECESSITY FOR RESOLD
LONG DISTANCE AND FACILITIES-BASED LOCAL EXCHANGE
TELECOMMUNICATIONS SERVICES

APRIL 28, 2010

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STAFF ACKNOWLEDGMENT

The Amended Staff Report for Entelegent Solutions, Inc., Docket No. T-20663A-09-0130, was the responsibility of the Utilities Division Staff listed below. Lori Morrison was responsible for the review and analysis of Entelegent Solutions, Inc.'s Application for a Certificate of Convenience and Necessity to provide Resold Long Distance, Facilities-Based Local Exchange Telecommunications Services and Switched Access Services within the State of Arizona, in addition to the petition for a determination that its proposed services should be classified as competitive.


Lori Morrison
Utilities Consultant

1. INTRODUCTION

On March 17, 2009, Entelegent Solutions, Inc. (“Entelegent” or “Applicant” or “Company”) filed an Application for a Certificate of Convenience and Necessity (“CC&N”) to provide resold long distance and facilities-based local exchange telecommunications services within the State of Arizona. The Applicant also petitioned the Arizona Corporation Commission (“Commission”) for a determination that its proposed services should be classified as competitive. Included in the application, the Applicant submitted a proposed tariff for the services it is requesting the authority to provide.

On July 21, 2009, the Applicant filed a performance bond in the amount of \$100,000 in the docket with the original submitted to the Business Office. On September 9, 2009, the Applicant filed an amended application indicating it was seeking a CC&N to provide resold long distance, facilities-based local exchange telecommunications services and switched access services within the State of Arizona. Included in the amended application were revised tariff sheets containing revisions and corrections made at the request of Staff. On October 26, 2009, the Applicant filed revised tariff sheets at the request of Staff.

On February 19, 2010, Staff filed a Staff Report recommending approval of Entelegent’s application with conditions.

On April 13, 2010, Entelegent filed its response to the Staff Report proposing to remove the deposit and prepayment requirement for its long distance customers and thereby removing the requirement for an additional \$10,000 performance bond or irrevocable sight draft Letter of Credit. The response included replacement tariff pages with the deposit and prepayment requirements removed. Additionally, replacement tariff pages were filed in a separate filing that included updated maximum and current rates.

Staff’s review of this Application addresses the overall fitness of the Applicant to receive a CC&N. Staff’s analysis also considers whether the Applicant’s services should be classified as competitive and if the Applicant’s initial rates are just and reasonable.

2. TECHNICAL CAPABILITY TO PROVIDE THE REQUESTED SERVICES

The Applicant intends to provide resold long distance, facilities-based local exchange services and switched access services to business customers in Arizona. In response to Staff Data Request LLM 1.3, the Applicant indicated that it does not anticipate having employees located in Arizona. In response to an email from Staff about how the Applicant will market its Arizona services, the Applicant states it sells to large, multi-location businesses which may have locations in numerous states, including Arizona. The Applicant has sales agents who may sell service on Entelegent’s behalf in Arizona. The agents may or may not be based in Arizona. The Applicant does have a 24/7 Customer Service Call Center located in Rock Hill, South Carolina that will be handling all customer concerns, complaints and repair inquires.

In its application, Entelegant indicated that it is applying for authorization to provide the same services proposed in this application in every state except Alaska. In response to Staff Data Request LLM 2.3(a), the Applicant provided an update to its response to A-18 of the application indicating that it has received authority to provide service in 42 states. Staff contacted five (5) of those states¹ and verified that the Applicant is authorized to provide service in those jurisdictions. In its application, Entelegant indicated that its three key employees possess a combination of over 59 years experience in the telecommunications industry.

Based on the above information, Staff believes Entelegant possesses the technical capabilities to provide the services it is requesting the authority to provide in Arizona.

3. FINANCIAL CAPABILITY TO PROVIDE THE REQUESTED SERVICES

The Applicant is a startup Company and as such, provided limited financial information. The Applicant provided an unaudited Balance Sheet as of February 18, 2009, and a Profit & Loss financial statement for January through March 2009. The Balance Sheet lists total assets of \$1,414,700.92; total equity of \$1,414,700.92; and the Profit & Loss statement lists net income of \$1,328,242.28. The Applicant did not provide notes related to the financial statements.

In the Applicant's response to Staff Data Request LLM-1.24, the Applicant provided a three year projection of its assets, equities and net income/(loss). That information is reflected in the table listed below:

Three Year Projection	2009	2010	2011
Projected Assets	\$2 M	\$2.6 M	\$3.4 M
Projected Equity	\$1.4 M	\$1.95 M	\$2.5 M
Projected Net Income/(Loss)	\$1.6 M	\$660,000	\$770,000

The Applicant stated in its proposed tariff (reference Sections 2.5.4 and 2.5.5 in Entelegant's proposed Arizona tariff No. 2 and Section 2.12 in proposed Arizona Tariff No. 3) that it may collect advances and deposits from any local exchange or switched access applicant or customer. The Applicant does not offer prepaid calling card services. The Commission's current practice regarding the performance bond or irrevocable sight draft Letter of Credit ("ISDLC") requirements is \$10,000 for resold long distance (for those long distance service resellers who collect deposits, advances or prepayments), \$25,000 for resold local exchange, \$100,000 for facilities-based long distance, and \$100,000 for facilities-based local exchange services. Based on the services the Applicant is requesting authority to provide, the minimum recommended performance bond or ISDLC should be \$100,000. The performance bond or

¹ California, Michigan, North Carolina, Texas, and Virginia.

ISDLC coverage needs to increase in increments equal to 50 percent of the total minimum performance bond or ISDLC amount when the total amount of the advances and/or deposits is within 10 percent of the total minimum performance bond or ISDLC amount. Thus, bond or ISDLC amount should be increased in increments of \$50,000 when the total amount of advances and/or deposits is within \$10,000 of the bond or ISDLC amount.

Staff recommends that the Applicant procure either a performance bond or an ISDLC equal to \$100,000. If the Applicant desires to discontinue service, it must file an Application with the Commission pursuant to A.A.C. R14-2-1107. Additionally, the Applicant must notify each of its customers and the Commission 60 days prior to filing an Application to discontinue service. Failure to meet this requirement should result in forfeiture of the Applicant's performance bond or ISDLC.

The Applicant filed proof of a performance bond for \$100,000 on July 21, 2009. The original bond was filed with the Commission's Business Office and 13 copies of the performance bond were filed with Docket Control. The Commission may draw on the performance bond or ISDLC on behalf of and for the sole benefit of the Company's customers, if the Commission finds, in its discretion, that the Company is in default of its obligations arising from its Certificate. The Commission may use the bond or ISDLC funds, as appropriate, to protect the Company's customers and the public interest and take any and all actions the Commission deems necessary, in its discretion, including, but not limited to, returning prepayments or deposits collected from the Company's customers.

4. ESTABLISHING RATES AND CHARGES

The Applicant would initially be providing service in areas where an incumbent local exchange carrier ("ILEC"), along with various competitive local exchange carriers ("CLECs") and interexchange carriers are providing telephone service. Therefore, the Applicant would have to compete with those providers in order to obtain subscribers to its services. The Applicant would be a new entrant and would face competition from both an incumbent provider and other competitive providers in offering service to its potential customers. Therefore, the Applicant would generally not be able to exert market power. Thus, the competitive process should result in rates that are just and reasonable.

Both an initial rate (the actual rate to be charged) and a maximum rate may be listed for each competitive service offered. The rate charged for a service may not be less than the Company's total service long-run incremental cost of providing the service pursuant to A.A.C. R14-2-1109.

The rates proposed by this filing are for competitive services. In general, rates for competitive services are not set according to rate of return regulation. Staff obtained information from the Applicant indicating that its fair value rate base is zero. Accordingly, the Applicant's fair value rate base is too small to be useful in a fair value analysis. Entelegant has submitted proposed tariff pages reflecting the actual rates that it will be charging for its long distance, local

exchange and switched access services. Entelegent has also provided additional rate comparison information of other competitive local exchange carriers in the State of Arizona. Staff has reviewed the proposed rates and believes they are comparable to the rates charged by competitive local carriers and local incumbent carriers operating in the State of Arizona. Therefore, while Staff considered the fair value rate base information submitted by the Applicant, the fair value rate base information provided should not be given substantial weight in this analysis.

5. LOCAL EXCHANGE CARRIER SPECIFIC ISSUES

Issues related to the provision of Local Exchange service are discussed below.

5.1 Number Portability

The Commission has adopted rules to address number portability in a competitive telecommunications services market. Local exchange competition may not be vigorous if customers, especially business customers, must change their telephone numbers to take advantage of a competitive local exchange carrier's service offerings. Consistent with federal laws, federal rules and A.A.C. R14-2-1308(A), the Applicant shall make number portability available to facilitate the ability of a customer to switch between authorized local carriers within a given wire center without changing their telephone number and without impairment to quality, functionality, reliability or convenience of use.

5.2 Provision of Basic Telephone Service and Universal Service

The Commission has adopted rules to address universal telephone service in Arizona. A.A.C. R14-2-1204(A) indicates that all telecommunications service providers that interconnect into the public switched network shall provide funding for the Arizona Universal Service Fund ("AUSF"). The Applicant will make the necessary monthly payments required by A.A.C. R14-2-1204(B).

5.3 Quality of Service

Staff believes that the Applicant should be ordered to abide by the quality of service standards that were approved by the Commission for Qwest (f/k/a USWC) in Docket No. T-01051B-93-0183 (Decision No. 59421). Because the penalties developed in that docket were initiated because Qwest's level of service was not satisfactory and the Applicant does not have a similar history of service quality problems, Staff does not recommend that those penalties apply to the Applicant. In the competitive market that the Applicant wishes to enter, the Applicant generally will have no market power and will be forced to provide a satisfactory level of service or risk losing its customers. Therefore, Staff believes that it is unnecessary to subject the Applicant to those penalties at this time.

5.4 Access to Alternative Local Exchange Service Providers

Staff expects that there will be new entrant providers of local exchange service who will install the plant necessary to provide telephone service to, for example, a residential subdivision or an industrial park much like existing local exchange companies do today. There may be areas where the Applicant installs the only local exchange service facilities. In the interest of providing competitive alternatives to the Applicant's local exchange service customers, Staff recommends that the Applicant be prohibited from barring access to alternative local exchange service providers who wish to serve such areas. This way, an alternative local exchange service provider may serve a customer if the customer so desires. Access to other providers should be provided pursuant to the provisions of the 1996 Telecommunications Act, the rules promulgated there under and Commission rules on interconnection and unbundling.

5.5 911 Service

The Commission has adopted rules to address 911 and E911 services in a competitive telecommunications services market. The Applicant has certified that in accordance with A.A.C. R14-2-1201(6)(d) and Federal Communications Commission 47 CFR Sections 64.3001 and 64.3002, it will provide all customers with 911 and E911 service, where available, or will coordinate with ILECs and emergency service providers to provide 911 and E911 service.

5.6 Custom Local Area Signaling Services

Consistent with past Commission decisions, the Applicant may offer Caller ID provided that per call and line blocking, with the capability to toggle between blocking and unblocking the transmission of the telephone number, are provided as options to which customers could subscribe with no charge. Also, Last Call Return service that will not return calls to telephone numbers that have the privacy indicator activated, indicating that the number has been blocked, must be offered.

6. REVIEW OF COMPLAINT INFORMATION

The Applicant indicated it has not had an Application for service denied nor authority to provide service revoked in any state. Staff did not find any instances of denied applications or revocation of authority to provide service. The Applicant indicated that none of its officers, directors or partners have been or are currently involved any formal or informal complaint proceedings pending before any state or federal regulatory commission, administrative agency or law enforcement agency. Staff has found no instances of any formal or informal complaint proceedings involving the Applicant or any of its officers, directors or managers. The Applicant also indicated that none of its officers, directors or partners have been in or are currently involved in any civil or criminal investigations, or had judgments levied by any administrative or regulatory agency, or been convicted of any criminal acts in the past ten (10) years. Staff has found no instances of any civil or criminal investigations, judgments levied by any administrative or regulatory agency, or criminal convictions within the last ten (10) years involving the Applicant or any of its officers, directors or managers.

Staff contacted five (5) state commissions² in the jurisdictions where the Applicant is currently authorized to provide service to verify certification to provide service and to inquire about complaints. All five states advised that the Applicant was indeed authorized to provide service in their jurisdiction and that no complaints had been received about the Applicant. The Corporations Division has indicated that Entelegant Solutions, Inc. is in good standing. The Consumer Services Division reports no complaints have been filed in Arizona from January 1, 2006 to March 25, 2009. A search of the Federal Communications Commission's website found that there have been no formal or informal complaint proceedings involving the Applicant.

7. COMPETITIVE SERVICES ANALYSIS

The Applicant has petitioned the Commission for a determination that the services it is seeking to provide should be classified as competitive.

7.1 Competitive Services Analysis for Local Exchange Services

7.1.1 A description of the general economic conditions that exist which make the relevant market for the service one that is competitive.

The local exchange market that the Applicant seeks to enter is one in which a number of new CLECs have been authorized to provide local exchange service. Nevertheless, ILECs hold a virtual monopoly in the local exchange service market. At locations where ILECs provide local exchange service, the Applicant will be entering the market as an alternative provider of local exchange service and, as such, the Applicant will have to compete with those companies in order to obtain customers. In areas where ILECs do not serve customers, the Applicant may have to convince developers to allow it to provide service to their developments.

7.1.2 The number of alternative providers of the service.

Qwest and various independent LECs are the primary providers of local exchange service in the State. Several CLECs and local exchange resellers are also providing local exchange service.

7.1.3 The estimated market share held by each alternative provider of the service.

Since Qwest and the independent LECs are the primary providers of local exchange service in the State, they have a large share of the market. Since the CLECs and local exchange resellers have only recently been authorized to offer service, they have limited market share.

² California, Michigan, North Carolina, Texas, and Virginia.

7.1.4 The names and addresses of any alternative providers of the service that are also affiliates of the telecommunications Applicant, as defined in A.A.C. R14-2-801.

None.

7.1.5 The ability of alternative providers to make functionally equivalent or substitute services readily available at competitive rates, terms and conditions.

ILECs have the ability to offer the same services that the Applicant has requested in their respective service territories. Similarly many of the CLECs and local exchange resellers also offer substantially similar services.

7.1.6 Other indicators of market power, which may include growth and shifts in market share, ease of entry and exit, and any affiliation between and among alternative providers of the service(s).

The local exchange service market is:

- a. One in which ILECs own networks that reach nearly every residence and business in their service territories and which provide them with a virtual monopoly over local exchange service. New entrants are also beginning to enter this market.
- b. One in which new entrants will be dependent upon ILECs:
 1. To terminate traffic to customers.
 2. To provide essential local exchange service elements until the entrant's own network has been built.
 3. For interconnection.
- c. One in which ILECs have had an existing relationship with their customers that the new entrants will have to overcome if they want to compete in the market and one in which new entrants do not have a long history with any customers.
- d. One in which most customers have few, if any choices since there is generally only one provider of local exchange service in each service territory.
- e. One in which the Applicant will not have the capability to adversely affect prices or restrict output to the detriment of telephone service subscribers.

7.2 Competitive Services Analysis for Interexchange Services

7.2.1 A description of the general economic conditions that exist which makes the relevant market for the service one that is competitive.

The interexchange market that the Applicant seeks to enter is one in which numerous facilities-based and resold interexchange carriers have been authorized to provide service throughout the State. The Applicant will be a new entrant in this market and, as such, will have to compete with those companies in order to obtain customers.

7.2.2 The number of alternative providers of the service.

There are a large number of facilities-based and resold interexchange carriers providing both interLATA and intraLATA interexchange service throughout the State. In addition, various ILECs provide intraLATA interexchange service in many areas of the State.

7.2.3 The estimated market share held by each alternative provider of the service.

The large facilities-based interexchange carriers (AT&T, Sprint, MCI WorldCom, etc.) hold a majority of the interLATA interexchange market, and the ILECs provide a large portion of the intraLATA interexchange market. Numerous other interexchange carriers have a smaller part of the market and one in which new entrants do not have a long history with any customers.

7.2.4 The names and addresses of any alternative providers of the service that are also affiliates of the telecommunications Applicant, as defined in A.A.C. R14-2-801.

None.

7.2.5 The ability of alternative providers to make functionally equivalent or substitute services readily available at competitive rates, terms and conditions.

Both facilities-based and resold interexchange carriers have the ability to offer the same services that the Applicant has requested in their respective service territories. Similarly many of the ILECs offer similar intraLATA toll services.

7.2.6 Other indicators of market power, which may include growth and shifts in market share, ease of entry and exit, and any affiliation between and among alternative providers of the service(s).

The interexchange service market is:

- a. One with numerous competitors and limited barriers to entry.
- b. One in which established interexchange carriers have had an existing relationship with their customers that the new entrants will have to overcome if they want to compete in the market.
- c. One in which the Applicant will not have the capability to adversely affect prices or restrict output to the detriment of telephone service subscribers.

8. RECOMMENDATIONS

The following sections contain Staff recommendations on the Application for a CC&N and the Applicant's petition for a Commission determination that its proposed services should be classified as competitive.

8.1 Recommendations on the Application for a CC&N

Staff recommends that Applicant's Application for a CC&N to provide intrastate telecommunications services, as listed in this Report, be granted. In addition, Staff further recommends:

1. That the Applicant complies with all Commission Rules, Orders and other requirements relevant to the provision of intrastate telecommunications services;
2. That the Applicant complies with federal laws, federal rules and A.A.C. R14-2-1308(A), to make number portability available;
3. That the Applicant abides by the quality of service standards that were approved by the Commission for Qwest in Docket No. T-01051B-93-0183;
4. That the Applicant be prohibited from barring access to alternative local exchange service providers who wish to serve areas where the Applicant is the only provider of local exchange service facilities;
5. That the Applicant provide all customers with 911 and E911 service, where available, or will coordinate with ILECs and emergency service providers to provide 911 and E911 service in accordance with A.A.C. R14-2-1201(6)(d) and Federal Communications Commission 47 CFR Sections 64.3001 and 64.3002;

6. That the Applicant be required to notify the Commission immediately upon changes to the Applicant's name, address or telephone number;
7. That the Applicant cooperates with Commission investigations including, but not limited to customer complaints;
8. The rates proposed by this filing are for competitive services. In general, rates for competitive services are not set according to rate of return regulation. Staff obtained information from the Company and has determined that its fair value rate base is zero. Staff has reviewed the rates to be charged by the Applicant and believes they are just and reasonable as they are comparable to other competitive local carriers, local incumbent carriers and major long distance companies offering service in Arizona and comparable to the rates the Applicant charges in other jurisdictions. The rate to be ultimately charged by the Company will be heavily influenced by the market. Therefore, while Staff considered the fair value rate base information submitted by the Company, the fair value information provided was not given substantial weight in this analysis;
9. In the event the Applicant requests to discontinue and/or abandon its service area, it must provide notice to both the Commission and its customers. Such notice(s) shall be in accordance with A.A.C. R14-2-1107;
10. That the Applicant offer Caller ID with the capability to toggle between blocking and unblocking the transmission of the telephone number at no charge;
11. That the Applicant offer Last Call Return service that will not return calls to telephone numbers that have the privacy indicator activated;
12. Staff recommends that the Commission authorize the Applicant to discount its rates and service charges to the marginal cost of providing the services.

Staff further recommends that the Applicant be ordered to comply with the following. If it does not do so, the Applicant's CC&N shall be null and void after due process.

1. The Applicant shall docket conforming tariff pages for each service within its CC&N within 365 days from the date of an Order in this matter or 30 days prior to providing service, whichever comes first. The tariffs submitted shall coincide with the Application.
2. The minimum bond or ISDLC of \$100,000 should be increased if at any time it would be insufficient to cover advances, deposits, and/or prepayments collected for Applicant's customers. The bond or ISDLC should be increased in increments of \$50,000. This increase should occur when the total amount of advances, deposits, and/or prepayments is within \$10,000 of the total \$100,000 bond or

ISDLC amount.

3. The performance bond or ISDLC must remain in effect until further order of the Commission. The Commission may draw on the performance bond or ISDLC on behalf of and for the sole benefit of the Company's customers, if the Commission finds, in its discretion, that the Company is in default of its obligations arising from its Certificate. The Commission may use the performance bond or ISDLC funds, as appropriate, to protect the Company's customers and the public interest and take any and all actions the Commission deems necessary, in its discretion, including, but not limited to returning prepayments or deposits collected from the Company's customers.
4. The Company shall notify the Commission as a compliance filing when the first customer is served.
5. If at some time in the future the Applicant does not collect advance, deposits and/or prepayments from its local exchange or switched access customers, Staff recommends that the Applicant be allowed to file a request for cancellation of its established performance bond or ISDLC regarding its resold long distance, facilities-based local exchange and switched access telecommunications services. Staff recommends the Commission require that such a request reference the Decision in this docket and explain the Applicant's plans for canceling those portions of the performance bond or ISDLC.
6. If the Applicant wants to collect advances, deposits and/or prepayments from its resold long distance customers in the future, Staff recommends that the Applicant be required to file an application with the Commission for approval. Such application must reference the decision in this docket.
7. The Applicant shall abide by the Commission adopted rules that address Universal Service in Arizona. A.A.C. R14-2-1204(A) indicates that all telecommunications service providers that interconnect into the public switched network shall provide funding for the Arizona Universal Service Fund ("AUSF"). The Applicant will make the necessary monthly payments required by A.A.C. R14-2-1204(B).

8.2 RECOMMENDATION ON THE APPLICANT'S PETITION TO HAVE ITS PROPOSED SERVICES CLASSIFIED AS COMPETITIVE

Staff believes that the Applicant's proposed services should be classified as competitive. There are alternatives to the Applicant's services. The Applicant will have to convince customers to purchase its services, and the Applicant has no ability to adversely affect the local exchange or interexchange service markets. Therefore, the Applicant currently has no market power in the local exchange, interexchange service or switched access markets where alternative

providers of telecommunications services exist. Staff therefore recommends that the Applicant's proposed services be classified as competitive.