

ORIGINAL

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April 29, 2011

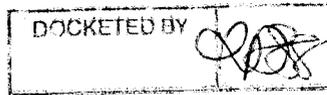
**VIA 2 DAY DELIVERY AND
VIA EMAIL TO**

lmorrison@azcc.gov
avohra@azcc.gov

Arizona Corporation Commission

DOCKETED

MAY 3 2011



RECEIVED
2011 MAY -3 PM 3:51
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Docket Control
Arizona Corporation Commission
1200 W. Washington Street
Phoenix, Arizona 85007
(602) 542-2237

Re: Conectado, Inc.
Docket No. T-20793A-11-0120

Dear Sir/Madam:

Enclosed please find for filing an original and thirteen (13) copies of Conectado, Inc.'s responses to the Commission's request for information in Conectado, Inc.'s Application and Petition for Certificate of Public Convenience and Necessity to Provide Competitive Intrastate Telecommunications.

I have also enclosed an extra copy of this letter to be date stamped and returned to me in the enclosed, self-addressed, postage prepaid envelope.

If you have any questions or if I may provide you with additional information, please do not hesitate to contact me.

Respectfully submitted,

Lance J.M. Steinhart
Attorney for Conectado, Inc.

cc: Alicia G. Treder

(Ms. Lori Morrison), Utilities Division/Via e-mail to: lmorrison@cc.state.az.us
(Ms. Ayesha Vohra), Utilities Division/Via e-mail to: avohra@cc.state.az.us

**ARIZONA CORPORATION COMMISSION
STAFF'S FIRST SET OF DATA REQUESTS TO
CONECTADO, INC. ("Conectado")
Docket No. T-20793A-11-0120
April 29, 2011**

STF 1.1 Referencing the requirement in Section (A-8)(1), please provide a copy of the Applicant's Certificate of Good Standing as a domestic or foreign corporation, LLC, or other entity in the State of Arizona.

ANSWER: Please see attached.

All Contacts Providing Information/Response for the above question:

Alicia Treder
300 Maple Park Blvd, Suite 301, St. Clair Shores, MI 48081
E-Mail: compliance@conect-ado.com
Telephone Number: (586) 443-2027

STATE OF ARIZONA



Office of the
CORPORATION COMMISSION
CERTIFICATE OF GOOD STANDING

To all to whom these presents shall come, greeting:

I, Ernest G. Johnson, Executive Director of the Arizona Corporation Commission, do hereby certify that

*****CONECTADO, INC.*****

a foreign corporation organized under the laws of Nevada did obtain authority to transact business in the State of Arizona on the 8th day of February 2011.

I further certify that according to the records of the Arizona Corporation Commission, as of the date set forth hereunder, the said corporation has not had its authority revoked for failure to comply with the provisions of the Arizona Business Corporation Act; and that its most recent Annual Report, subject to the provisions of A.R.S. sections 10-122, 10-123, 10-125 & 10-1622, has been delivered to the Arizona Corporation Commission for filing; and that the said corporation has not filed an Application for Withdrawal as of the date of this certificate.

This certificate relates only to the legal authority of the above named entity as of the date issued. This certificate is not to be construed as an endorsement, recommendation, or notice of approval of the entity's condition or business activities and practices.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the official seal of the Arizona Corporation Commission. Done at Phoenix, the Capital, this 19th Day of April, 2011, A. D.





Executive Director

By: _____ 600977

**ARIZONA CORPORATION COMMISSION
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Docket No. T-20793A-11-0120
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STF 1.2 Referencing the requirement in Section (A-16), please provide a copy of the notice the Applicant will be publishing statewide.

ANSWER: Please see attached

All Contacts Providing Information/Response for the above question:

Alicia Treder
300 Maple Park Blvd, Suite 301, St. Clair Shores, MI 48081
E-Mail: compliance@conect-ado.com
Telephone Number: (586) 443-2027

**NOTICE OF APPLICATION FOR A CERTIFICATE OF CONVENIENCE AND
NECESSITY TO PROVIDE COMPETITIVE RESOLD INTEREXCHANGE
TELECOMMUNICATIONS SERVICE BY CONECTADO, INC.**

Conectado, Inc. ("Applicant") has filed with the Arizona Corporation Commission ("Commission") an application for a Certificate of Convenience and Necessity ("Certificate") to provide competitive resold interexchange telecommunications services in the State of Arizona. Applicant will be required by the Commission to provide this service under the rates and charges and terms and conditions established by the Commission.

A.R.S. § 40-282 provides that the Commission may act on an application for a Certificate to provide resold telecommunications services without a hearing, or with a hearing, if one is requested by any party. Applicant or any other party must request a hearing within twenty (20) days of the date of this notice, or the Commission will rule on the application without a hearing.

The applications, report of the Commission's Utilities Division Staff, and any written exceptions to the Staff report prepared by the applicant are available for inspection during regular business hours at the offices of the Commission located at 1200 West Washington Street, Phoenix, Arizona 85007, and at Applicant, 300 Maple Park Blvd, Suite 301, St. Clair Shores, MI 48081.

Under appropriate circumstances, interested parties may intervene in the proceedings, and participate as a party. Intervention shall be in accordance with the A.A.C. R14-3-105, except that all motions to intervene must be filed on or within twenty (20) days of the date of this notice. You may have the right to intervene in the proceedings, or you may make a statement for the record. If you have any comments, mail them to:

The Arizona Corporation Commission
Attention Docket Control
RE: Conectado, Inc.
T-20793A-11-0120
1200 West Washington Street
Phoenix, Arizona 85007

All Comments should be received within twenty (20) days of the date of this notice.

If you have any questions about this application or have any objections to its approval, you may contact the Consumer Services Section of the Commission at 1200 West Washington Street, Phoenix, AZ 85007, or call (602) 542-4251 or (800) 222-7000.

The Commission does not discriminate on the basis of disability in admission to its public meetings. Persons with a disability may request reasonable accommodations such as a sign language interpreter, as well as request this document in an alternative format, by contacting

Shaylin Bernal, ADA Coordinator, phone number (602) 542-3931, or Email at SABernal@azcc.gov. Requests should be made as early as possible to allow time to arrange the accommodations.

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- STF 1.3 To comply with the requirements in Section (A-19):
- a. Please provide a list of all owners, corporate officers and key employees and provide supporting background information to include their name, title, position, description of work experience and the years of service in the telecommunications services industry.
 - b. Please explain Mr. Rick Beer's position with Conectado, listed as Secretary and his association with Back Office Support Systems, in which he lists himself as Vice President and General Manager according to his LinkedIn posting.
 - c. Please provide a list of pending applications Applicant has in other states, to include but limited to, the state, the docket/case number and the status of the application.

ANSWER:

- a. Carmen Casey – President
 See attached resume

 Rick Beer – Secretary
 See attached resume
- b. See resume for Rick Beer
- c. Please see attached spreadsheet

All Contacts Providing Information/Response for the above question:

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Telephone Number: (586) 443-2027

Carmen Rosales de Casey

EDUCATION;

***B.S. Psychology** **University of Coahuila (UAC)**

***B.S. Science of Education** **Northeastern University-Mexico (UANE)**

EXPERIENCE;

2007; **Conectado, Inc.** **San Antonio, Texas**

President

Recently formed internet service provider.

2006; **JVCasey & Associates, LLC** **San Antonio, Texas**

V.P./Treasurer

Start-up company brokering relationships between U.S. and Latin America.

Manufacturing Processes assistance.

1994-1995 **Montessori Moments** **Katy, Texas**

Teacher's Assistant

An Early Childhood Education Center, caring for 25-30 students per class.

1991-1993 **Lonas Saltillo** **Saltillo, Mexico**

Owner/General Manager

Promotion, sales, and setup supervision of tents for social events at commercial locations and private homes.

1980-1983 **State Secretary of Education** **Saltillo, Mexico**

Budget Analyst

Analysis, preparation and presentation of the annual Planning Budget.

1979-1980 **Federal Dept. of Education-Mexico** **Metropolitan Saltillo**
Regional Coordinator for CONAFE

Coordination of 12 communities in the countryside and their promoters, teaching reading, family nutrition, first aid, agricultural techniques, etc;

1978-1979 **Cumbres Institute** **Saltillo, Coahuila**
School Psychologist

Psychological evaluation of 800 students. Pre-school, Elementary and High School

1978-1979 **Institute of Professional Studies (IEPS)** **Saltillo, Coahuila**
General Secretary

Professor of Sociology to students of Business Administration.

General Administration of the school.

LANGUAGES;

Spanish and English

TEL: (210)481-9886 or (210)627-4829 E-MAIL; carmelitacasey@hotmail.com
26006 FIGARO – TIMBERWOOD PARK, SAN ANTONIO, TEXAS 78258

TEL: (210)846-6300 E-MAIL; JOE.CASEY@JVCASEY.COM

Rick Beer
Vice President and General Manager
Back Office Support Systems

Rick Beer is the vice president and general manager of Back Office Support Systems Inc. (BOSS), where he is responsible for the company's overall operation including marketing existing long distance products, new telecommunications product development and overseeing internal developments, budgeting and staff. BOSS provides back office support services for several telecommunication companies, including telemarketing, customer service, and data management.

Mr. Beer has more than 30 years of experience in corporate and financial management of privately held companies undergoing transitions due to acquisition, recovery or growth. Previously, he was the vice president of finance and operations of Cellnet Communications, a Detroit based cellular reseller, where he managed all non-sales staff and restructured several aspects of the company's operations, reducing corporate debt and operating retail expenses. Mr. Beer has also served as a management consultant at Grant Thornton and as President of the Michigan Product Development Corporation.

Mr. Beer is a professional engineer in the state of Michigan and has served in the chairperson's capacity for HAVEN, the Cranbrook School Alumni Society and the University of Michigan Engineering College Alumni Society where he was also a founding member. He is a past member of the board of the Metropolitan Center for High Technology. He received his bachelor's degree in mechanical engineering from the University of Michigan.

	Conectado, Inc.	
STATES	CASE/DOCKET #	STATUS
Arizona	Docket No. T-20793A-11-0120	Pending
Colorado		Approved 2/7/11
Florida	Docket No. 110073-TI	Approved 3/16/11
Georgia	Docket No. 33708	Approved 4/11/11 Certificate No. R-1089
Illinois	Docket No. 11-0259	Pending
Louisiana	Docket No. S-31862	Pending
Maryland	TE-10431; Mail Log # 129224	Pending
Massachusetts		Acknowledged 3/10/11 Effective 4/9/11
Michigan		Registration Accepted 2/2 /11
North Carolina	Docket No. P-1528 Sub 0	Approved 4/12/11
New Jersey		Acknowledged 3/18/11
New Mexico		Approved 4/21/11
Nevada	Under NSB Name Docket No. 11-03020	Pending
New York	Sent 3/8/11 Case No. 11-00506	Effective 6/7/11
Ohio	Case No. 11-1358-TP-ACE	Pending
Oregon		Approved 4/14/11
Pennsylvania	Docket No. A-2011-2331823 Utility code: 3113289	Approved 3/21/11
Texas		Effective 3/15/11
Virginia	No Registration Required	
Washington	Docket No. UT-110484	Effective 4/14/11

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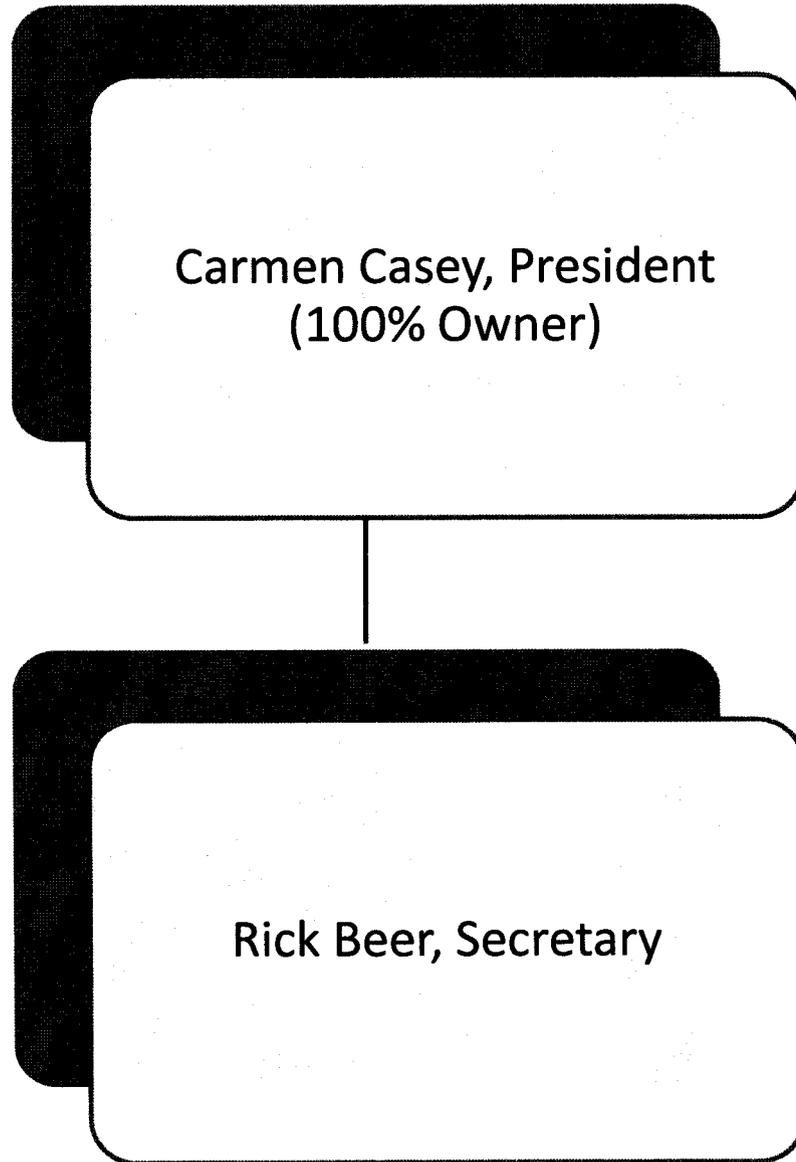
STF 1.4 Please provide an organizational chart of Conectado, Inc. The chart should include and not be limited to the inclusion of all owners, corporate officers and key employees.

ANSWER: Please see attached

All Contacts Providing Information/Response for the above question:

Alicia Treder
300 Maple Park Blvd, Suite 301, St. Clair Shores, MI 48081
E-Mail: compliance@conect-ado.com
Telephone Number: (586) 443-2027

Organizational chart for Conectado, Inc.



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STF 1.5 Applicant did not make a selection for Section (A-21). Does Applicant wish to adopt in your petition a statement that the service Applicant will be providing has already been classified as competitive by Commission Decision? If yes, please specify which service and decision number Applicant chooses to adopt. If no, please explain why not.

ANSWER: Applicant chooses to adopt Decision #64178 - Resold Long Distance.

All Contacts Providing Information/Response for the above question:

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STF 1.6 Will the Company have any employees located in Arizona? If yes, how many?

ANSWER: No.

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STF 1.7 Does the Company operate a call center where calls are taken from customers when they have concerns about their bills, service or complaints? If so, please specify the call center(s) location(s), the call center hours of operation and how many employees work at each location.

ANSWER: No. Conectado has a contract with a third party to provide these services. Please see Rick Beer's resume attached as response to STF 1.3a

All Contacts Providing Information/Response for the above question:

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- STF 1.8 Has the Company ever had:
- a. An application to provide telecommunications services denied? If yes, please provide details for each and every occurrence and the sequence of events.
 - b. Its authority to provide service revoked? If yes, please provide details for each and every occurrence and the sequence of events.

- ANSWER: a. No.
- b. No.

All Contacts Providing Information/Response for the above question:

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STF 1.9 Will the Company have any investments and/or assets located in Arizona?
If yes, please specify those investments and/or assets. If no, why not?

ANSWER: No. The Company is a long distance reseller only, with no facilities in any state. All operations and support functions will be done outside the state of Arizona.

All Contacts Providing Information/Response for the above question:

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STF 1.10 How will the Company market its service in the Arizona market? Please provide any marketing material the Company will be using.

ANSWER: The Company intends to market its services through third party telemarketers.
Please see Company's Telemarketing Script attached

All Contacts Providing Information/Response for the above question:

Alicia Treder
300 Maple Park Blvd, Suite 301, St. Clair Shores, MI 48081
E-Mail: compliance@conect-ado.com
Telephone Number: (586) 443-2027

Conectado Sales Script 03-2011 - Product I

Conectado, Inc. Telemarketing Script

Hello, this is (your name) calling on behalf of Conectado, Inc. I'm calling in reference to your long distance billing. CONECTADO can allow your long distance charges to go back to being itemized directly on your local telephone bill. If you remember in the past when you used to get everything on one bill, that's what you'll be going back to as long as it would make it more convenient for you.

"Are you 18 years old or older and authorized by the telephone account owner to make changes to and incur charges on this telephone account provided?" *What is your position w/the company?*

(Already On one Bill)

Okay, then that will stay the same.

Now in addition to the one bill, you have qualified for our Business program. Now while CONECTADO is not affiliated with your local phone company, CONECTADO does place a \$6.99 monthly fee per line, and your long distance charges on your local phone bill for your convenience. In addition, there may be a one time, PIC charge from your local phone company for changing your PIC'd long distance carrier. All of your Interstate and Intrastate calls and all of your calls placed to Canada and Mexico will be billed at a rate of 5 cents per minute.

Also remember, the single bill will also do away with having to sift through an extra bill every month, not to mention the separate check, stamp, and envelope every month. This makes things a little easier for you, you won't have bills flying in there at different times of the month, and this does save you money.

Are you authorizing CONECTADO to become your long distance service provider for all of your lines, including Interstate, Intrastate, and International?

Do you understand that you are giving your authorization for CONECTADO to bill the charge of \$6.99 per month per line on your local telephone bill? (must respond w/a YES)

(Gather Information and prepare for Verification)

Who am I speaking with, and what's your position there? Can you verify your physical address? Roughly, how much do you bill per month in Long Distance charges? Do you have any other business locations? (If yes, get information)

The only thing I need to do in order to have this started is to route this information over to the verification company; are you going to be there for the next 10 or 15 minutes? Great!!! They just need to you to authorize that it is okay to switch your long distance carrier.

Close

One last thing...next month when you get your local phone bill, look for CONECTADO. The charges appear on your local telephone bill on the USBI bill page as being billed on behalf of CONECTADO. Do you understand and agree that this charge will appear on your local telephone bill on the USBI bill page and will show the charge as being billed on behalf of CONECTADO? You'll then see all of your long distance charges itemized on the same bill. If you ever again receive another separate bill, just give us a call on the toll free line @ 877.525.6069 and we will take care of that for you. Should you later decide to cancel this service, just call customer service @ 877.525.6069, and the service will be canceled immediately. You may also write to:

Conectado, Inc.

300 Maple Park Blvd., Suite 301

St. Clair Shores, MI 48081

Is there anything else we can do for you today? Enjoy the single bill and the savings, and you have a good day!

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STF 1.11 Will the Company be offering any services on a prepaid basis? If yes, please specify what those services are and how the prepayments will be handled by the Company.

ANSWER: No, the Company will not be providing any prepaid services.

All Contacts Providing Information/Response for the above question:

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STF 1.12 Referencing Applicant's application, item B-1 to B-4, the Company indicates it does not have any financial statements for the two most recent years because it is a start-up company. Since there are no financial statements, please provide the projected Assets, Equity and Net Income/(Loss) for providing service in Arizona for the next three years in the table below.

ANSWER: Please see table below:

	<i>2011</i>	<i>2012</i>	<i>2013</i>
<i>Projected Assets</i>	<i>\$5,000.00</i>	<i>\$10,000.00</i>	<i>\$15,000.00</i>
<i>Projected Equity</i>	<i>\$2,000.00</i>	<i>\$4,000.00</i>	<i>\$6,000.00</i>
<i>Projected Net Income/(Loss)</i>	<i>\$3,0000.00</i>	<i>\$6,000.00</i>	<i>\$9,000.00</i>

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- STF 1.13 Referencing Attachment B, Original Page 20, Section 2.16:
- a. This Section is labeled as a Reconnection "Charge" but in the description states it is a fee. Please change either the word "charge" or the word "fee" and use it consistently in this section.,
 - b. Aren't reconnection charges/fees applicable to local services, not long distance as there is nothing to physically connect or reconnect? Please explain why this charge/fee is just and reasonable and provide examples of other like carriers that apply this fee. The response must also include, and is not limited to, tariff pages of the other resold long distance carriers.

ANSWER: The Company recognizes that the reconnection charge is not applicable and has deleted the language and reserved Original Page 20, Section 2.16 for future use. Please see attached.

All Contacts Providing Information/Response for the above question:

Alicia Treder
300 Maple Park Blvd, Suite 301, St. Clair Shores, MI 48081
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Telephone Number: (586) 443-2027

2.12 Collection Costs

In the event Company is required to initiate legal proceedings to collect any amounts due to Company for regulated or non-regulated services, equipment or facilities, or to enforce any judgment obtained against a Customer, or for the enforcement of any other provision of this tariff or applicable law, Customer shall, in addition to all amounts due, be liable to Company for all reasonable costs incurred by Company in such proceedings and enforcement actions, including reasonable attorneys' fees, collection agency fees or payments, and court costs. In any such proceeding, the amount of collection costs, including attorneys' fees, due to the Company, will be determined by the court.

2.13 Taxes

All federal, state and local taxes, assessments, surcharges, or fees, including sales taxes, use taxes, gross receipts taxes, and municipal utilities taxes, are billed as separate line items and are not included in the rates quoted herein.

2.14 Late Charge

A late fee of 1.5% per month or the amount otherwise authorized by law, whichever is lower, will be charged on any past due balances.

2.15 Returned Check Charge

A charge of \$25 will be charged whenever a check or draft presented for payment for service is not accepted by the institution on which it is written.

2.16 Reserved for Future Use

ISSUE DATE: March 17, 2011**EFFECTIVE DATE: , 2011****ISSUED BY:****Carmen Casey, President
300 Maple Park Blvd., Ste. 301
St. Clair Shores, MI 48081**

**ARIZONA CORPORATION COMMISSION
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STF 1.14 Referencing Attachment B, Original Page No. 21, Section 3.1.1, it states "[t]he total charge for each completed call may be a variable measured charge dependent on the duration, distance and time of day of the call." Of the rate plans proposed in this tariff, none are distance sensitive and none are based on the time of day a call is made. As such, please replace the first sentence of this Section with "the total charge for each completed call may be a variable measured charge dependent on the duration of the call."

ANSWER: Attachment B, Original Page No. 21, Section 3.1.1 has been updated. Please see attached.

All Contacts Providing Information/Response for the above question:

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SECTION 3 - DESCRIPTION OF SERVICE

3.1 Computation of Charges

3.1.1 The total charge for each completed call may be a variable measured charge dependent on the duration of the call. The total charge for each completed call may also be dependent only on the duration of the call, i.e. a statewide flat rate per minute charge. The variable measured charge is specified as a rate per minute which is applied to each minute. All calls are measured in increments as set forth in the Rates Section of this tariff. Fractions of a billing increment are rounded up to a full billing increment on a per call basis. Fractions of a cent per minute are rounded up to a full cent on a per call basis.

3.1.2 Reserved for Future Use

3.1.3 Timing begins when the called station is answered and two way communication is possible, as determined by standard industry methods generally in use for ascertaining answer, including hardware answer supervision in which the local telephone company sends a signal to the switch or the software utilizing audio tone detection. Recognition of answer supervision is the responsibility of the Underlying Carrier. Timing for each call ends when either party hangs up. The Company will not bill for uncompleted calls.

ISSUE DATE: March 17, 2011

EFFECTIVE DATE: , 2011

ISSUED BY:

Carmen Casey, President
300 Maple Park Blvd., Ste. 301
St. Clair Shores, MI 48081

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STF 1.15 Referencing Attachment B, Original Page No. 21, Section 3.1.2, it states "[w]here mileage bands appear in a rate table, rates for all calls are based upon the airline distance between the originating and terminating points of the call, as determined by the vertical and horizontal coordinates associated with the exchange..." Of the rate plans proposed in this tariff, none are there distance sensitive and as such, this entire section appears to not be applicable to this tariff. Please remove this section or explain why this section should be included in this tariff.

ANSWER: Attachment B, Original Page No. 21, Section 3.1.2 has been deleted. Please see attachment for STF 1.14.

All Contacts Providing Information/Response for the above question:

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STF 1.16 Referencing Attachment B, Original Page No. 22, Section 3.2, please add the following to the proposed tariff:
"Customers may also file complaints with Arizona Corporation Commission's Consumer Services, Utilities Division. Customers may file a complaint online by going to:
<http://www.azcc.gov/divisions/utilities/consumerservices.asp>

Customer may contact the Commission writing or by phone at:
Arizona Corporation Commission
Consumer Services, Utilities Division
1200 W. Washington Street
Phoenix, Arizona, 85007
Phoenix Office: 602-452-4251 or (800)222-7000
Tucson Office: 520-628-6550 or (800)535-0148

ANSWER: Attachment B, Original Page No. 22, Section 3.2 has been updated.
Please see attached.

All Contacts Providing Information/Response for the above question:

Alicia Treder
300 Maple Park Blvd, Suite 301, St. Clair Shores, MI 48081
E-Mail: compliance@conect-ado.com
Telephone Number: (586) 443-2027

3.2 Customer Complaints and/or Billing Disputes

Customer inquiries or complaints regarding service or accounting may be made in writing or by telephone to the Company at:

300 Maple Park Blvd., Ste. 301
St. Clair Shores, MI 48081
(877) 525-6069

Customers may also file complaints with Arizona Corporation Commission's Consumer Services, Utilities Division. Customers may file a complaint online by going to:

<http://www.azcc.gov/divisions/utilities/consumerservices.asp>

Customer may contact the Commission writing or by phone at:

Arizona Corporation Commission
Consumer Services, Utilities Division
1200 W. Washington Street
Phoenix, Arizona, 85007
Phoenix Office: 602-452-4251 or (800)222-7000
Tucson Office: 520-628-6550 or (800)535-0148

Any objection to billed charges should be reported promptly to the Company. Adjustments to Customers' bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate. Where overbilling of a subscriber occurs, due either to Company or subscriber error, no liability exists which will require the Company to pay any interest, dividend or other compensation on the amount overbilled.

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EFFECTIVE DATE: , 2011

ISSUED BY:

**Carmen Casey, President
300 Maple Park Blvd., Ste. 301
St. Clair Shores, MI 48081**

**ARIZONA CORPORATION COMMISSION
STAFF'S FIRST SET OF DATA REQUESTS TO
CONECTADO, INC. ("Conectado")
Docket No. T-20793A-11-0120
April 29, 2011**

STF 1.17 Referencing Attachment B, Original Page No. 23, Section 3.2, please correct the first sentence on this page as follows: "If a Customer accumulates more than One Dollar of undisputed delinquent ~~the~~ Company 800 Service charges,...."

ANSWER: Attachment B, Original Page No. 23, Section 3.2 has been updated. Please see attached.

All Contacts Providing Information/Response for the above question:

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If a Customer accumulates more than One Dollar of undisputed delinquent Company 800 Service charges, the Company Resp. Org. reserves the right not to honor that Customer's request for a Resp. Org. change until such undisputed charges are paid in full.

3.3 Level of Service

A Customer can expect end to end network availability of not less than 99% at all times for all services.

3.4 Billing Entity Conditions

When billing functions on behalf of the Company or its intermediary are performed by local exchange telephone companies or others, the payment of charge conditions and regulations of such companies and any regulations imposed upon these companies by regulatory bodies having jurisdiction apply. The Company's name and toll-free telephone number will appear on the Customer's bill.

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STF 1.18 Referencing Attachment B, Original Page No. 24, Section 3.5.1, please add "s" the end of the last word of this section (making "digit" "digits").

ANSWER: Attachment B, Original Page No. 24, Section 3.5.1 has been updated. Please see attached.

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3.5 Service Offerings

3.5.1 1+ Dialing

This service permits Customers to originate calls via switched or dedicated access lines, and to terminate intrastate calls. The customer dials "1+" followed by "ten digits".

3.5.2 Reserved for Future Use

3.5.3 Reserved for Future Use

3.5.4 Reserved for Future Use.

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- STF 1.19 Referencing Attachment B, Original Page No. 25, Section 3.5.5, it appears the Company is proposing to charge Directory Assistance customers a per telephone number requested rate as opposed to a per call rate, with an allowance of one or two numbers per call.
- a. Please clarify: Will the Company charge Directory Assistance customers per telephone number requested? If yes, please explain why the Company has only proposed a per call rate for Directory Assistance and did not include a per telephone number requested after the first one rate. If no, please revise this section accordingly.
 - b. If the Company will charging for Directory Assistance on a per telephone number requested basis:
 - i. When, during a Directory Assistance call, is the customer informed of this policy?
 - ii. What is the per telephone number requested after the first one rate?
 - iii. Will the Company limit the number of telephone numbers that can be requested during one call? Please explain the basis for your response to this question.

ANSWER:

- a. Company will charge customers per Directory Assistance call. The customer will be able to request up to 2 numbers at a rate of \$1.25 per call. Original Sheet 25, Section 3.5.5 has been updated. Please see attached.
- b. Not applicable.

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3.5.5 Directory Assistance.

Access to long distance directory assistance is obtained by dialing 1 + 555-1212 for listings within the originating area code and 1 + (area code) + 555-1212 for other listings. The Customer will be able to request two numbers per call.

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STF 1.20 Referencing Attachment B, Original Page No. 29, Section 4.6, of the rate plans proposed in this tariff, none are based on the time of day a call is made. As such, please remove the rate period table from the tariff.

ANSWER: Attachment B, Original Page No. 29, Section 4.6 has been deleted. Please see attached.

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4.6 Reserved for Future Use

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- STF 1.21 Referencing Attachment B, Original Page No. 30, Section 4.8, please explain in detail:
- a. What Universal Service Fund Contribution is being referred to this Section, i.e. Federal or Arizona?
 - b. Does the Company have a separate surcharge for the Federal Universal Service Fund Contribution on a customer's bill? If not, please explain in detail why not.
 - c. Does the Company have a separate surcharge for the Arizona Universal Service Fund Contribution? If not, please explain in detail why not.
 - d. If the Company combines the Federal and the State Universal Service Fund Contributions into one surcharge, how would a customer know which fund they are contributing to and how much are they contributing?
 - e. What is a Presubscribed Interexchange Carrier Charge ("PICC")?
 - f. What cost is the PICC intended to recover?
 - g. What rate will the Company be charging for this specific "charge"?
 - h. Why the PICC charge is grouped with the Universal Service Fund Contribution surcharge as they are unrelated?
 - i. Why the Company believes it is just and reasonable to apply this charge to intrastate customers.

ANSWER:

- a. This Universal Service Fund Contribution referred to is the Federal Universal Service Fund.
- b. Yes, the Company has a separate line on the Customers' bill for each Universal Service Fund
- c. Yes. The Company does have a separate surcharge for the Arizona Universal Service Fund Contribution. As a Category

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two provider (intra-state toll service provider) the Company recognizes its responsibility to fund the AUSF and will comply with all rules of the Arizona Corporation Commission. Attachment B, Original Page No. 30, Section 4.8 has been updated. Please see attached.

- d. The Company does not combine the two charges on to one line on the Customers' bill.
- e. The Presubscribed Interexchange Carrier Charge (PICC) is a monthly recurring charge applied for each business outbound long distance switched access line. This charge pertains to local companies only and has been deleted from the Company's tariff.
- f. See response to STF 1.21e.
- g. See response to STF 1.21e.
- h. See response to STF 1.21e.
- i. See response to STF 1.21e.

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- STF 1.22 Referencing Attachment B, Original Page No. 30, Section 4.9, please explain in detail:
- a. What the Carrier Cost Recovery Charge and why the Company proposing to apply it to intrastate customers?
 - b. What TeleRelay service is the Company proposing to recover?
 - c. What National Number Portability cost is the Company proposing to recover?
 - d. What Federal Regulatory fees is the Company referencing in this section?
 - e. What is the \$0.99 surcharge amount based on and why is it just and reasonable to charge to intrastate customers?

ANSWER

- a. The Carrier Cost Recovery Charge should be titled "Surcharges". Attachment B, Original Page No. 30, Section 4.9 has been updated. Please see attachment for STF 1.21.

These fees help the Company recover costs associated with providing state-to-state and international long distance service, including expenses for national regulatory costs as well as connection and account servicing charges. This fee applies for each month in which the customer have any Conectado state-to-state and/or international charges on your bill including monthly recurring charges (MRCs) or minimum usage charges (MUCs). This fee is not a tax or charge required by the government.

- b. TeleRelay is a state-mandated surcharge to help fund the cost of "translation" service for calls between people who have hearing or speech disabilities and voice telephone customers. The company seeks to recover this monthly charge.
- c. National Number Portability allows the customer to switch telephone service providers and keep their existing phone number.

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According to the FCC Companies may assess fees to recover the costs that they incur in providing number portability.

- d. The charge of \$.66 is for FCC Interstate Telecommunications Service Providers regulatory costs associated with its enforcement, policy and rulemaking, user information and international activities

- e. Attachment B, Original Page No. 30, Section 4.9 has been updated to reflect the Company's rate of \$1.98 per month. Please see attachment to STF 1.21.

The rate is competitive with other Interexchange carriers and is lower than LECs such as AT&T, which has a current rate of \$2.39/month for long distance customers.

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4.7 Reserved for Future Use

4.8 Universal Service Fund Assessment & Arizona Universal Service Fund Assessment

The Customer will be assessed a monthly Universal Service Fund Contribution charge and a separate Arizona Service Fund Contribution charge on all telecommunications services, which in no event shall be less than the prevailing contribution percentage rate charged the Company on intrastate traffic by the Universal Service Administrative Company (or any successor) or any state agency or its administrator.

4.9 Surcharges

In order to recover costs the Company incurs with regard to TeleRelay service, National Number Portability and Federal Regulatory fees, a \$1.98 monthly surcharge will be assessed per account per month. This surcharge will appear as a separate line item on your invoice.

- TeleRelay service \$.66
- National Number Portability \$.66
- Federal Regulatory fees \$.66

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STF 1.23 Referencing Attachment B, Original Page No. 31, Sections 5.1 and 5.4, please remove the minimum rates from this tariff page.

ANSWER: Attachment B, Original Page No. 31, Sections 5.1 and 5.4 has been updated. Please see attached.

All Contacts Providing Information/Response for the above question:

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SECTION 5 - MAXIMUM RATES

5.1 1 + Dialing

\$0.25 per minute Maximum

5.2 Reserved for Future Use

5.3 Reserved for Future Use

5.4 Directory Assistance

\$1.50 Maximum

5.5 Reserved for Future Use

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