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Also Admitted in New York  
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AZ CORP COMMISSION  
DOCKET CONTROL  
May 31 2011

**VIA 2 DAY DELIVERY AND**

**VIA EMAIL TO**

**lmorrison@azcc.gov**

**avohra@azcc.gov**

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

Arizona Corporation Commission

DOCKETED

JUN 2 2011

DOCKETED BY 

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

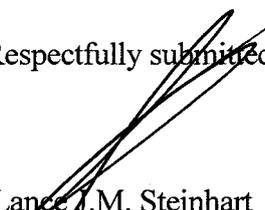
Dear Sir/Madam:

Enclosed please find for filing an original and thirteen (13) copies of Conectado, Inc.'s responses to the Commission's second 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](mailto:lmorrison@cc.state.az.us)  
(Ms. Ayesha Vohra), Utilities Division/Via e-mail to: [avohra@cc.state.az.us](mailto: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  
May 31, 2011**

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- STF 2.1 Referencing the Company's response to STF 1.3 (a)-(c):
- a. According to the Company's response to STF 1.3(a), Carmen Casey's resume indicates she has been with Conectado since 2007 yet the Company has no financial statement or revenue for the period of 2007-2011 and the Company states in response to Sections B-1 to B-4 of the application that it does not have any financial statements for the two most recent years because it is a start-up company. Based on this information in the application and in response to STF 1.3(a), it appears Carmen Casey has zero (0) years of experience in the telecommunications services industry to only recently begun to be authorized to provide telecom. Please provide the exact number of years Carmen Casey has in the telecommunications services industry and provide all documentation that supports this response.
  - b. Please provide the exact number of years Rick Beer has in the telecommunications services industry.
  - c. Please explain how Rick Beer is the Secretary for Conectado and is also the Vice President and General Manager of Back Office Support Systems – the company that is providing services to support Conectado's operation.
  - d. Please specify if the Company has begun to provide resold long distance services in any of the States listed in response to STF 1.3(c) and specify which States and the date services started to be provided within each State.

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](mailto:compliance@conect-ado.com)  
Telephone Number: (586) 443-2027

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STF 2.1 (Continued)

RESPONSE:

- a. Carmen Casey has no previous experience in the telecom industry. She was selected as President so as to target the Spanish speaking community. Back Office Support Systems will provide back office support to Conectado, including billing, customer service and vendor management.
- b. Rick Beer has in the telecommunications services industry for 10 years, since 2000.
- c. Mr. Beer is working with Conectado only during its start up. Upon launch, he will resign his position as Secretary.
- d. The Company has not begun to provide resold long distance services in any of the States listed in response to STF 1.3(c)

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STF 2.2 Referencing the Company's response to STF 1.7, the Company indicates customer service is provided through a third-party. Does this third-party vendor provide customer service to Conectado's customers 24 hours a day, 7 days a week? If no, please specify the days and hours of operation in which Conectado's third-party vendor provides customer service to Conectado's customers?

RESPONSE:

No, the hours of operation for customer service are as follows:

Monday – Friday      9:00am – 7:00pm EDT

After hours customers can leave a voice mail and the call will be returned by the customer service department.

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STF 2.3 Referencing the Company's response to STF 1.22(b), the Company states that "TeleRelay is a state-mandated surcharge to 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." Staff disagrees with the application of any TeleRelay-type surcharge by a long distance telecommunications services provider because according to A.R.S. R42-5252(B) and 42-5253(B)(2), the surcharge to fund Arizona Telecommunications Relay Services Fund ("ATRSF") is only applied to local exchange access lines (aka land lines) provided by ILECs and CLECs, not long distance traffic. Please remove this "surcharge" from the Company's tariff, any description on the tariff of a TeleRelay-type surcharge and please reduce the proposed \$1.98 rate by the \$0.66 per month charge that the Company is proposing to charge for TeleRelay service.

RESPONSE: The Company accepts the staff's opinion and has deleted this from the tariff. Please see the attached updated Original Sheet 30.

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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 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.

- National Number Portability      \$0.99
- Federal Regulatory fees            \$0.99

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ISSUE DATE: March 17, 2011

EFFECTIVE DATE:      , 2011

ISSUED BY:

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