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AZ CORP COMMISSION
DOCKET CONTROL
September 13, 2011

VIA OVERNIGHT DELIVERY

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

Arizona Corporation Commission
DOCKETED

SEP 15 2011

DOCKETED BY 

Re: TCO Network, Inc.
Docket No. T-20552A-07-0537

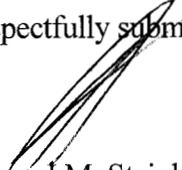
Dear Sir/Madam:

Enclosed please find for filing an original and thirteen (13) copies of TCO Network, Inc.'s updated response to the Commission's Data Request JFB2-4 to TCO Network, Inc.'s Application and Petition for Certificate of Public Convenience and Necessity to Provide Competitive 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 TCO Network, Inc.

cc: Heather Paullin

John F. Bostwick, Utilities Division/Via e-mail to: jbstwick@cc.state.az.us

**ARIZONA CORPORATION COMMISSION
STAFF'S FOURTH SET OF DATA REQUESTS TO
TCO NETWORK, INC. ("TCO")
Docket No. T-20552A-07-0537
September 14, 2011**

JFB2-4. Compliant Handling is an element of the Minimum Customer Information of a tariff. Refer to Arizona Administrative Code ("A.A.C.") rule R14-2-504 A 2. d. for details. Staff was unable to locate any instructions on how customers would be able to contact the company regarding service complaints and/or billing disputes. Please revise your proposed tariff so that specific and detailed procedures are provided to enable the customer to contact the carrier to resolve customer complaints. This can be accomplished by reviewing the requirements in A.A.C. R14-2-510 A. through D. Providing proper instructions for handling customer complaints will help ensure that all customer complaints are resolved in an appropriate and consistent manner between the carrier and the customer.

RESPONSE: Please see attached TCO's Arizona Tariff No. 3 replacement Original Page 49 to comply with R14-2-510 A as well as replacement Original Pages 32 and 33 to comply with R14-2-510 B-D.

UPDATED RESPONSE: Please see attached TCO's Arizona Tariff No. 3 updated replacement Original Pages 32 and 33 to comply with R14-2-510 B-D.

All Contacts Providing Information/Response for the above question:

William Linsmeier, President
13400 Bishops Lane, Suite 295, Brookfield, WI 53005
E-Mail: blinsmeier@tconetwork.com
Telephone Number: (262) 821-9200

SECTION 2.0 - REGULATIONS, (CONT'D.)**2.5 Payment Arrangements, (Cont'd.)****2.5.3 Disputed Bills**

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

13400 Bishops Lane, Suite 295
Brookfield, WI 53005
(800) 562-9880

- B. Customer service complaints

1. Each utility shall make a full and prompt investigation of all service complaints made by its customers, either directly or through the Commission.

2. The utility shall respond to the complainant and/or the Commission representative within five working days as to the status of the utility investigation of the complaint.

3. The utility shall notify the complainant and/or the Commission representative of the final disposition of each. Upon request of the complainant or the Commission representative, the utility shall report the findings of its investigation in writing.

4. Each utility shall keep a record of all written service complaints received which shall contain, at a minimum, the following data:

a. Name and address of complainant

b. Date and nature of the complaint

c. Disposition of the complaint

d. A copy of any correspondence between the utility, the customer, and/or the Commission.

5. This record shall be maintained for a minimum period of one year and shall be available for inspection by the Commission.

- C. Customer bill disputes

1. Any utility customer who disputes a portion of a bill rendered for utility service shall pay the undisputed portion of the bill and notify the utility's designated representative that such unpaid amount is in dispute prior to the delinquent date of the bill.

2. Upon receipt of the customer notice of dispute, the utility shall:

a. Notify the customer within five working days of the receipt of a written dispute notice.

b. Initiate a prompt investigation as to the source of the dispute.

c. Withhold disconnection of service until the investigation is completed and the customer is informed of the results.

SECTION 2.0 - REGULATIONS, (CONT'D.)**2.5 Payment Arrangements, (Cont'd.)****2.5.3 Disputed Bills (Cont'd.)**

3. Once the customer has received the results of the utility's investigation, the customer shall submit payment within five working days to the utility for any disputed amounts. Failure to make full payment shall be grounds for termination of service. Prior to termination inform the customer of his right of appeal to the Commission.

D. Commission resolution of service and/or bill disputes

1. In the event a customer and utility cannot resolve a service and/or bill dispute, the customer shall file a written statement of dissatisfaction with the Commission; by submitting such notice to the Commission, the customer shall be deemed to have filed an informal complaint against the utility.

2. Within 30 days of the receipt of a written statement of customer dissatisfaction related to a service or bill dispute, a designated representative of the Commission shall endeavor to resolve the dispute by correspondence and/or telephone with the utility and the customer. If resolution of the dispute is not achieved within 20 days of the Commission representative's initial effort, the Commission shall hold an informal hearing to arbitrate the resolution of the dispute. The informal hearing shall be governed by the following rules:

a. Each party may be represented by legal counsel, if desired.

b. All such informal hearings may be recorded or held in the presence of a stenographer.

c. All parties will have the opportunity to present written or oral evidentiary material to support the positions of the individual parties.

d. All parties and the Commission's representative shall be given the opportunity for cross-examination of the various parties.

e. The Commission's representative will render a written decision to all parties within five working days after the date of the informal hearing. Such written decision of the arbitrator is not binding on any of the parties and the parties will still have the right to make a formal complaint to the Commission.

3. The utility may implement normal termination procedures if the customer fails to pay all bills rendered during the resolution of the dispute by the Commission.

E. Notice by utility of responsible officer or agent

1. Each utility shall file with the Commission a written statement containing the name, address (business, residence and post office) and telephone numbers (business and residence) of at least one officer, agent or employee responsible for the general management of its operations as a utility in Arizona.

2. Each utility shall give notice, by filing a written statement with the Commission, of any change in the information required herein within five days from the date of any such change.

2.5.4 Advance Payments

The Company does not collect advance payments.

2.5.5 Deposits

A. The Company does not collect deposits.