

ORIGINAL

NEW APPLICATION



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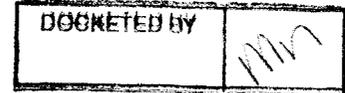
Docket Control Center
Utilities Division
Arizona Corporation Commission
1200 West Washington Street
Phoenix, AZ 85007

AZ CORP COMMISSION
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Arizona Corporation Commission
DOCKETED

JAN 12 2012

RE: Global Crossing Local Services, Inc.
Access Tariff Revision to Tariff No. 1



Dear Sir or Madam: **T-03658A-12-0011**

Enclosed for filing please find the original and thirteen (13) copies of the above-referenced tariff filing submitted on behalf of Global Crossing Local Services, Inc. This filing makes revisions to incorporate the requirements of the Federal Communications Commission Report and Order in WC Docket No. 10-90, etc., FCC No. 11-161 (released Nov 18, 2011) ("FCC Order") regarding the treatment of Toll VoIP-PSTN traffic. This also adds definitions and revises the Billing Disputes language. The Company respectfully requests an effective date for this filing of February 11, 2012.

The following tariff pages are included with this filing:

- 1st Revised Page 10 Adds End Office Access Service definition; moves text
- Original Page 10.1 Location for moved text
- 1st Revised Page 15 Adds VoIP-PSTN definition
- 1st Revised Page 36 Adds VoIP-PTSN provisions
- 1st Revised Page 40 Revises Billing Disputes language.
- Original Page 40.1 Revises Billing Disputes language.
- Original Page 56.1 Adds VoIP-PTSN provisions
- Original Page 56.2 Adds VoIP-PTSN provisions
- Original Page 56.3 Adds VoIP-PTSN provisions
- Original Page 56.4 Adds VoIP-PTSN provisions
- Original Page 56.5 Adds VoIP-PTSN provisions

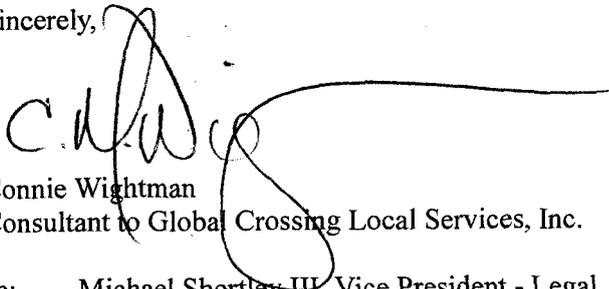
Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it to me in the self-addressed, stamped envelope provided for that purpose.

Any questions you may have regarding this filing should be directed to my attention at 407-740-3002 or via email to cwrightman@tminc.com.

Docket Control Center
Utilities Division
Arizona Corporation Commission
January 11, 2012
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Thank you for your assistance in this matter.

Sincerely,

A handwritten signature in black ink, appearing to read 'C. Wightman', with a long horizontal flourish extending to the right.

Connie Wightman
Consultant to Global Crossing Local Services, Inc.

cc: Michael Shortley III, Vice President - Legal
file: GCLS Arizona - Access
tms: AZa1201

Enclosures
CW/lw

EXPLANATION OF TERMS (cont'd)

EMERGENCY

A situation that appears to present immediate danger to person or property.

EMERGENCY SERVICE (ENHANCED 911)

Allows customers to reach appropriate emergency services, including police, fire and medical services. Enhanced 911 has the ability to selectively route an emergency call to the primary E911 provider so that it reaches the correct emergency service located closest to the caller. In addition, the Customer's address and telephone information will be provided to the primary E911 provider for display at the Public Safety Answering Point (PSAP).

END OFFICE ACCESS SERVICE

For the purpose of this tariff, End Office Access Service shall mean: (1) The switching of access traffic at the carrier's end office switch and the delivery to or from such traffic to the called party's premises; (2) The routing of interexchange telecommunications traffic to or from the called party's premises, either directly or via contractual or other arrangements with an affiliated or unaffiliated entity, regardless of the specific functions provided or facilities used; or (3) Any functional equivalent of the incumbent local exchange carrier access service provided by Company including local switching, the carrier common line rate elements, and intrastate access services. End Office Access Service rate elements for Company includes any functionally equivalent access service. (4) The origination or termination of interexchange telecommunications traffic to any end user, either directly or via contractual or other arrangements with an affiliated or unaffiliated provider of interconnected VoIP service, as defined in 47 U.S.C. § 153(25), or a non-interconnected VoIP service, as defined in 47 U.S.C. § 153(36), that does not itself seek to collect reciprocal compensation charges prescribed by this subpart for that traffic, regardless of the specific functions provided or facilities used.

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(M) - Material previously located on this page is now found on Page 10.1.

EXPLANATION OF TERMS (cont'd)

E911 SERVICE AREA

The geographic area in which the government agency will respond to all E911 calls and dispatch appropriate emergency assistance.

E911 CUSTOMER

A governmental agency that is the customer of record and is responsible for all negotiations, operations and payment of bills in connection with the provision of E911 service.

ERROR

A discrepancy or unintentional deviation by the Company from what is correct or true. An "error" can also be an omission in records.

EXCHANGE

An area, consisting of one or more central office districts, within which a call between any two points is a local call.

EXCHANGE ACCESS LINE

A central office line furnished for direct or indirect access to the exchange system.

FINAL ACCOUNT

A customer's outstanding charges still owed to the Company.

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(M) - Material found on this page was previously located on Page 10.

1. Regulations (cont'd)

1.10 Payment Arrangements (cont'd)

1.10.4 Billing Disputes

- (T)
- A. The Customer may dispute a bill in good faith only by written notice to the Company. Unless such notice is received within 90 days (commencing 5 days after such bills have been mailed or otherwise rendered per the Company's normal course of business), the bill statement shall be deemed to be correct and payable in full by Customer. Any Customer who has a dispute shall be advised by the Company that the Customer may file a *formal or informal complaint* with the Commission. Such claim must identify in detail the basis for the dispute, and if the Customer withholds disputed amounts, it must identify the account number under which the bill has been rendered, the date of the bill, and the specific items on the bill being disputed to permit the Company to investigate the merits of the dispute.
- B. The date of the dispute shall be the date on which the Customer furnishes the Company the following account information:
1. A clear explanation of the basis of the dispute, including what the Customer believes is incorrect (e.g., nonrecurring charge; mileage; circuit identification) and the reason why the Customer believes the bill is incorrect (e.g., monthly rate billed not same as in tariff; facility not ordered; service not received);
 2. The account number under which the bill was rendered;
 3. The date of the bill;
 4. The invoice number;
 5. The exact dollar amount in dispute;
 6. The universal service order code(s)(USOCs) and/or rate element associated with the service;
- (T)

1. Regulations (cont'd)

1.10 Payment Arrangements (cont'd)

1.10.4 Billing Disputes

B. (Cont'd.)

7. Details sufficient to identify the specific amount(s) and item(s) in dispute;
 8. The name of the person initiating the Customer's dispute; and
 9. Additional data as the Company reasonably requests from the Customer to resolve the dispute. The request for such additional information shall not affect the Customer's dispute date as set forth preceding.
- C. The date of resolution is the date the Company completes the investigation and credits the Customer account or confirms the billing as accurate and denies the dispute.
- D. In the event that a billing dispute concerning any charges billed to the Customer by the Company is resolved in favor of the Company, any payments withheld pending settlement of the dispute shall be subject to the late payment penalty set forth in Section 1.10.4.C preceding.

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3 -Access

3.1 Access, (Cont'd.)

3.1.2 Identification and Rating of VoIP-PSTN Traffic

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This section governs the identification of VoIP-PSTN Traffic that is required to be compensated at interstate access rates unless the parties have agreed otherwise by the F.C.C. in its Report and Order in WC Dockets Nos. 10-90, etc., F.C.C. Release No. 11-161 (November 18, 2011) (F.C.C. Order). Specifically, this section establishes the method of separating VoIP-PSTN Traffic from the Customer's traditional intrastate access traffic, so that VoIP-PSTN Traffic can be billed in accordance with the F.C.C. Order. VoIP-PSTN Traffic identified in accordance with this tariff section will be billed at rates equal to the Company's applicable tariffed interstate switched access rates as set forth in the Company's FCC Tariff No. 19, Section 4.6.

A. Calculation and Application of Percent-VoIP- Usage Factors

1. The Company will determine the number of VoIP-PSTN Traffic minutes of use (MOU) to which interstate rates will be by applying an originating Percent VoIP Usage (PVU) factor to the total intrastate access MOU originated by a Company end user and delivered to the Customer and by applying a terminating PVU factor to the total intrastate access MOU terminated by a Customer to the Company's end user.
2. The Customer will calculate and furnish to the Company an originating PVU factor representing the whole number percentage of the Customer's total originating intrastate access MOU that the Customer exchanges with the Company in the LATA that is received from the Company and that is terminated in IP format and that would be billed by the Company as intrastate access MOU.
3. The Customer will calculate and furnish to the Company a terminating PVU factor representing the whole number percentage of the Customer's total terminating intrastate access MOU that the Customer exchanges with the Company in the LATA that is sent to Company and which originated in IP format and that would be billed by the Company as intrastate access MOU.

(N)

3 -Access

3.1 Access, (Cont'd.)

3.1.2 Identification and Rating of VoIP-PSTN Traffic, (Cont'd.)

(N)

A. Calculation and Application of Percent-VoIP- Usage Factors, (Cont'd.)

4. The Customer shall not modify their reported PIU factor to account for VoIP-PSTN Traffic.
5. Both the Customer provided originating PVU and the terminating PVU shall be based on information such as the number of the Customer's retail VoIP subscriptions in the state (e.g. as reported on F.C.C. Form 477), traffic studies, actual call detail or other relevant and verifiable information which will be provided to the Company upon request.
6. The Customer shall retain the call detail, work papers, and information used to develop the PVU factors for a minimum of one year.
7. The Company shall use default factors until such time as the Customer supplies such factors. For this purpose, the Company will utilize a PVU equal to the percentage of VoIP subscribers in the state based on the Local Competition Report, as released periodically and/or such other reports as the Company deems appropriate and reasonable. Under the Local Competition report methodology, the PVU will be the total number of incumbent LEC and non-incumbent LEC VoIP subscriptions in a state divided by the sum of those reported VoIP subscriptions plus incumbent LEC and non-incumbent LEC switched access lines.

(N)

3 -Access

3.1 Access, (Cont'd.)

3.1.2 Identification and Rating of VoIP-PSTN Traffic, (Cont'd.)

B. The preceding Section 3.1.2.A will be applied to the billing of switched access charges to a Customer that is a local exchange carrier only to the extent that the Customer has also implemented billing of interstate access charges for VoIP-PSTN Traffic in accordance with FCC orders, rules and regulations.

C. Initial Implementation of PVU Factors

1. If the PVU factors cannot be implemented in the Company's billing systems by December 29, 2011, once the factors can be implemented the Company will adjust the Customer's bills to reflect the PVU factors prospectively in the next bill period if the PVU factors are provided by the Customer to the Company prior to April 15, 2012.

2. The Company may choose to provide credits based on the reported PVU factors on a quarterly basis until such time as the billing system modifications can be implemented.

D. PVU Factor Update

The Customer may update the PVU factors quarterly using the method set forth in 3.1.2.A.3, preceding. If the Customer chooses to submit such updates, it shall forward to the Company, no later than 15 days after the first day of January, April, July and/or October of each year, revised PVU factors based on data for the prior three months, ending the last day of December, March, June and September, respectively. The revised PVU factors will serve as the basis for future billing and will be effective on the bill date of each such month and shall serve as the basis for subsequent monthly billing until superseded by new PVU factors. No prorating or back billing will be done based on the updated PVU factors.

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3 -Access

3.1 Access, (Cont'd.)

3.1.2 Identification and Rating of VoIP-PSTN Traffic, (Cont'd.)

(N)

E. PVU Factor Verification

1. Not more than twice in any year, the Company may request from the Customer an overview of the process used to determine the PVU factors, the call detail records, description of the method for determining how the end user originates and terminates calls in IP format, and other information used to determine the Customer's PVU factors furnished to the Company in order to validate the PVU factors supplied. The Customer shall comply, and shall reasonably supply the requested data and information within 15 days of the Company's request.
2. The Company may dispute the Customer's PVU factor based upon:
 - a. A review of the requested data and information provided by the Customer, the Company's reasonable review of other market information, F.C.C. reports on VoIP lines, such as F.C.C. Form 477 or state level results based on the F.C.C. Local Competition Report or other relevant data.
 - b. A change in the reported PVU factor by more than five percentage points from the preceding quarter.
3. If after review of the data and information, the Customer and the Company establishes revised PVU factors, the Company will begin using those revised PVU factors with the next bill period.

(N)

3 -Access

3.1 Access, (Cont'd.)

3.1.2 Identification and Rating of VoIP-PSTN Traffic, (Cont'd.)

(N)

E. PVU Factor Verification, (Cont'd.)

4. If the dispute is unresolved, the Company may initiate an audit. The Company shall limit audits of the Customer's PVU factor to no more than twice per year. The Customer may request that the audit be conducted by an independent auditor. In such cases the associated auditing expenses will be paid by the Customer.
 - a. In the event that the Customer fails to provide adequate records to enable the Company or an independent auditor to conduct an audit verifying the Customer's PVU factors, the Company will bill the usage for all contested periods using the most recent undisputed PVU factors reported by the Customer. These PVU factors will remain in effect until the audit can be completed.
 - b. During the audit, the most recent undisputed PVU factors from the previous reporting period will be used by the Company.
 - c. The Company will adjust the Customer's PVU factors based on the results of the audit and implement the revised PVU in the next billing period or quarterly report date, whichever is first. The revised PVU factors will apply for the next two quarters before new factors can be submitted by the Customer.
 - d. If the audit supports the Customer's PVU factors, the usage for the contested periods will be adjusted to reflect the Customer's audited PVU factors.

(N)