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BEFORE THE ARIZONA CORPORATION COMMISSION

**COMMISSIONERS**

SUSAN BITTER SMITH, Chairman  
BOB STUMP  
BOB BURNS  
DOUG LITTLE  
TOM FORESE

2015 MAR -2 P 4: 29

AZ CORP COMMISSION  
DOCKET CONTROL

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

DOCKET NO. T-04308A-12-0118

**NOTICE OF FILING  
COMPLIANCE**

Preferred Long Distance ("Preferred") provides the attached report in compliance with Decision No. 73928 (June 27, 2013). That decision requires that Preferred "shall for a period of three years, provide a list of the number of complaints filed against Preferred in all states/jurisdictions and at the Federal Communications Commission and the resolution of those complaints. In addition, Preferred shall provide a detailed explanation of the actions and/or changes in operations that Preferred has implemented to reduce or eliminate future complaints. Preferred shall begin providing this information six months after it begins serving its first customer in Arizona. This information shall be provided on a semi-annual basis as a compliance filing." Preferred began serving its first customers in Arizona on September 5, 2014, and accordingly the compliance report is due on or before March 5, 2015.

The attached report provides the list of complaints, and the resolution, if any formal resolution was made. As set forth in the attached report, all complaints were resolved in Preferred's favor, closed without action, or no action was taken by the agency. Preferred has implemented internal procedures to ensure compliance with Federal and State slamming and cramming laws and regulations. Preferred obtains customer consent for any carrier change and maintains records of the consent. Preferred obtains customer consent for all charges and

Arizona Corporation Commission  
**DOCKETED**

MAR 02 2015

DOCKETED BY  
RTM

Snell & Wilmer

LLP  
LAW OFFICES  
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Phoenix, Arizona 85004-2202  
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maintains records of the consent. In addition, Preferred thoroughly investigates any customer compliant regarding slamming or cramming.

Preferred is willing to provide any additional information regarding cramming or slamming issues upon the request of the Commission or Commission Staff.

RESPECTFULLY SUBMITTED this 2<sup>d</sup> day of March 2015.

SNELL & WILMER, LLP

By 

Michael W. Patten  
One Arizona Center  
400 East Van Buren Street  
Phoenix, Arizona 85004

*Attorney for Preferred Long Distance, Inc.*

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Original +13 copies of the foregoing  
filed this 2nd day of March 2015, with:

Docket Control  
Arizona Corporation Commission  
1200 West Washington  
Phoenix, AZ 85007

Copies of the foregoing hand-delivered/mailed  
this 2nd day of March 2015, to:

Brian Bozzo  
Utilities Division  
Arizona Corporation Commission  
1200 West Washington  
Phoenix, Arizona 85007

By Jaclyn Howard  
21072429

DATE RECEIVED	ACCT#	STATE	REG. BODY	DATE FILED RESPONSE	DATE PUC/FCC RESPONDED	IF RESPONDED WHAT RESULT
9/2/2014	I-NONE	TX	FCC T-COMPLAINT	9/12/2014	N/A	
9/2/2014	I-116204	OH	FCC CRAMMING COMPLAINT	9/15/2014	N/A	
9/2/2014	1-107058	IA	FCC CRAMMING COMPLAINT	9/15/2014	N/A	
9/11/2014	O-217525	GA	FCC SLAMMING COMPLAINT	10/3/2014	N/A	
9/15/2014	I-NONE	MO	A.G.	9/15/2014	N/A	
9/15/2014	O-208246	FL	FCC CRAMMING COMPLAINT	9/15/2014	N/A	
9/15/2014	I-115453	CA	FCC CRAMMING COMPLAINT	9/16/2014	N/A	
9/17/2014	I-117941	IL	PUC	9/17/2014	9/22/2014	UNJUSTIFIED
9/18/2014	I-113098	TX	PUC	9/18/2014	9/29/2014	CLOSED IN OUR FAVOR
9/18/2014	I-NONE	GA	PUC	9/19/2014	9/22/2014	CUSTOMER SATISFIED
9/22/2014	O-219854	GA	PUC	9/22/2014	9/23/2014	CLOSED IN OUR FAVOR
9/22/2014	I-113169	TX	FCC CRAMMING COMPLAINT	10/16/2014	N/A	
9/22/2014	I-113365	TX	FCC CRAMMING COMPLAINT	10/16/2014	N/A	
9/22/2014	I-117941	IL	FCC SLAMMING COMPLAINT	10/16/2014	N/A	
9/23/2014	I-NONE	CA	PUC	9/29/2014	N/A	
9/23/2014	I-118709	CA	PUC	9/29/2014	N/A	
9/26/2014	I-117003	MO	FCC SLAMMING COMPLAINT	10/16/2014	N/A	
9/29/2014	I-117689	WA	A.G.	10/1/2014	10/7/2014	CLOSED IN OUR FAVOR
10/1/2014	I-113169	TX	PUC	10/1/2014	10/6/2014	closed in our favor
10/3/2014	O-216282	IL	FCC SLAMMING	10/29/2014	N/A	
10/8/2014	I-116397	IL	FCC CRAMMING	11/2/2014	N/A	
10/8/2014	I-108157	TX	FCC CRAMMING	11/2/2014	N/A	
10/8/2014	O-215210	CA	FCC CRAMMING	11/4/2014	N/A	
10/10/2014	I-118695	TX	PUC	10/13/2014	10/17/2014	closed in our favor
10/13/2014	I-117843	TX	PUC	10/13/2014	10/17/2014	closed in our favor
10/14/2014	O-211350	WI	FCC SLAMMING	11/7/2014	N/A	
10/3/2014	I-114978	CA	PUC	10/13/2014	N/A	
10/20/2014	O-None	NC	PUC	10/27/2014	N/A	
10/21/2014	O-21632	WA	ATG	11/7/2014	11/7/2014	closed in our favor
10/21/2014	I-117095	CA	PUC	11/11/2014	N/A	
10/22/2014	I-117720	CA	PUC	11/11/2014	N/A	

10/24/2014	I-118374	CA	PUC	11/11/2014	N/A	
10/27/2014	I-NONE	CA	FCC CRAMMING	11/12/2014	N/A	
10/27/2014	O-NONE	NC	FCC CRAMMING	11/17/2014	N/A	
10/29/2014	I-56047	WA	UTC	10/29/2014	12/5/2014	closed in our favor
11/3/2014	I-117671	TX	PUC	11/3/2014	11/4/2014	closed in our favor
11/3/2014	O-NONE	CA	FCC CRAMMING	12/3/2014	N/A	
11/3/2014	I-118295	TX	FCC CRAMMING	12/4/2014	N/A	
11/3/2014	I-119190	CA	FCC CRAMMING	12/4/2014	N/A	
11/3/2014	I-118589	CA	PUC	12/17/2014	N/A	
11/6/2014	I-121077	TX	PUC	11/7/2014	11/20/2014	closed in our favor
11/7/2014	O-217980	MN	AG	11/12/2014	N/A	
11/10/2014	I-8404	CA	FCC CRAMMING	12/9/2014	N/A	
11/12/2014	I-120757	TX	PUC	11/12/2014	11/14/2014	closed in our favor
11/13/2014	I-119303	GA	PST	11/13/2014	11/14/2014	closed in our favor
11/17/2014	I-118700	TX	PUC	11/17/2014	12/4/2014	closed in our favor
11/17/2014	I-118037	MO	AG	11/17/2014	N/A	
11/17/2014	O-217975	MN	AG	11/18/2014	N/A	
11/25/2014	I-119704	NM	PUC	12/8/2014	12/12/2014	closed in our favor
11/25/2014	I-119137	CA	PUC	12/17/2014	N/A	
12/1/2014	I-120843	UT	PUC	12/8/2014	N/A	
12/2/2014	O-222027	OH	PUC	12/15/2014	N/A	
12/4/2014	I-118707	TX	PUC	12/17/2014	12/18/2014	CLOSED IN OUR FAVOR
12/4/2014	I-119303	GA	FCC CRAMMING	12/23/2014	N/A	
12/4/2014	O-220170	FL	FCC CRAMMING	12/23/2014	N/A	
12/8/2014	I-119174	GA	PSC	12/15/2014	12/16/2014	CLOSED COMPLAINT WITH NO FINDING OF FAULT
12/4/2014	O-220170	FL	FCC SLAMMING - SAME AS ABOVE ROW 6	12/23/2014	N/A	
12/9/2014	I-121778	TX	PUC	12/17/2014	12/18/2014	CLOSED IN OUR FAVOR
12/12/2014	I-68673	WA	PUC	12/15/2014	1/7/2015	COMPANY UPHELD
12/10/2014	I-121917	TX	PUC	12/22/2014	12/30/2015	CLOSED IN OUR FAVOR
12/16/2015	I-117625	UT	FCC CRAMMING	1/15/2015	N/A	
12/24/2014	I-32227	IL	A.G.	12/24/2014	N/A	
12/29/2014	I-106331	IN	PUC	1/9/2015	1/23/2015	CLOSED UNJUSTIFIED

12/29/2015	O-220458	IN	FCC CRAMMING	1/21/2015	N/A	
12/30/2014	I-115453	CA	PUC - SAME AS 9/15/14 FCC CRAMMING COMPLAINT	9/16/2014	N/A	
1/5/2015	I-98319	FL	PUC	1/21/2015	1/22/2015	closed satisfactorily
1/6/2015	I-120431	CA	PUC	2/12/2015	N/A	
1/8/2015	I-119915	CA	PUC	2/12/2015	N/A	
1/13/2015	I-120843	UT	FCC CRAMMING	2/3/2015	N/A	
1/19/2015	I-120325	MN	A.G.	1/21/2015	N/A	
1/20/2015	I-120067	FL	FCC SLAMMING COMPLAINT	2/12/2015	N/A	
1/20/2015	I-110137	MO	A.G.	1/21/2015	N/A	
1/23/2015	I-36027	CA	PUC	2/12/2015	N/A	
1/28/2015	I-69449	OH	PUC	2/9/2015	N/A	
1/29/2015	I-122167	CA	PUC	2/12/2015	N/A	
2/2/2015	I-119134	FL	FCC CRAMMING	2/3/2015	N/A	
2/2/2015	I-122674	MN	ATTY GENERAL	2/9/2015	N/A	
2/5/2015	I-118588	CA	PUC	2/12/2015	N/A	
2/6/2015	I-NONE	OH	PUC	2/9/2015	N/A	
2/9/2015	I-108309	IL	FCC CRAMMING	2/12/2015	N/A	
2/13/2015	O-158028	TX	FCC CRAMMING	2/15/2015	N/A	
2/17/2015	I-121250	TX	PUC	2/24/2015	N/A	
2/17/2015	O-221404	WA	UTC	2/24/2015	2/25/2015	COMPANY UPHELD
2/17/2015	O-NONE	CA	PUC	2/24/2015	N/A	
2/19/2015	O-223477	TX	FCC CRAMMING		N/A	
2/23/2015	I-123117	CA	PUC	2/24/2015	N/A	