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April 9, 2015

Arizona Corporation Commission

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SENT VIA E-MAIL & CERTIFIED MAIL

Ms. Pamela Genung
Executive Consultant III, Utilities Division
Docket Control – Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007-2927

DOCKETED BY

RE: Staff's First and Second Set of Data Requests to Cypress Communication Operating Company, LLC,
Docket No. T-04109A-15-0041

Dear Ms. Genung:

Enclosed, please find our answers to the First Set of Data Requests dated March 11, 2015, and the Second Set of Data Requests dated March 16, 2015. I have also enclosed a copy of the second customer notice letter in response to question PJG1-11 below.

Should you have any further questions, please do not hesitate to contact me.

Sincerely,

Jeffrey Caso, Esq.
Deputy General Counsel
Cypress Communications, LLC

PJG1-1 As indicated in Cypress' Application to cancel its CC&N, Cypress is requesting a waiver of the legal notice requirement required under Arizona Administrative Code ("A.A.C.") R14-2-1107. Please state the reason(s) that Cypress is requesting a waiver of A.A.C. R14-2-1107(B).

At the time of the application, Cypress had only 8 customers in Arizona and Cypress personally notified all customers approximately 60 days prior to the termination of service and again approximately 30 days prior to the termination of service. Because of the limited number of customers that Cypress serves, Cypress feels that two personal notices to each customer regarding Cypress's application to cancel service is a more effective form of notice than a publicly published notice in each County. In fact, most Cypress customers have already been transferred to other service providers well in advance of the service cut-off date, so notice has been received, and customers are already acting on it.

PJG1-2 Does Cypress have any service contracts with its customers? If yes, please describe how the service contracts will be honored.

Cypress does not have any service contracts with its customers.

PJG1-3 Please state whether Cypress has ever collected advances, deposits, and/or prepayments. If yes:

a. Indicate the total amount of advances, deposits and/or prepayments held by the company from customers in Arizona.

Cypress has approximately \$7,666.17 in customer deposits in Arizona.

b. Indicate the amount of advances, deposits, and/or prepayments that will be returned to customers in Arizona.

Cypress will refund deposits to all customers within 90 days of the termination of service and will also waive all existing termination liabilities and penalties for existing customers.

c. Please provide the deposit refund plan pursuant to subsection A.A.C. R14-2-503(B).

See above.

d. If no, please explain if the dollar amount of deposits, prepayments, and advances identified in Cypress' last annual report filed April 15, 2014 with the Commission, are for customers associated with Cypress' other CC&N issued under Decision No. 65414.

PJG1-4 Does Cypress currently have a performance bond or irrevocable sight draft Letter of Credit in relation to the CC&N that it is requesting cancellation? If yes, please indicate the dollar amount.

Cypress does not currently have a performance bond in Arizona.

PJG1-5 Does Cypress have any affiliates currently offering telecommunications services in Arizona? If yes, please provide the affiliate names and the type(s) of telecommunications services being offered in Arizona.

Cypress has no affiliates offering telecommunications services in Arizona.

PJG1-6 Does Cypress have any employees in Arizona? If yes, please provide the number of employees.

Cypress has no employees in Arizona.

PJG1-7 Does Cypress have any facilities or assets in Arizona? If yes, please provide the dollar amount and location of such facilities or assets.

Cypress has a "PBX" and some router switches located at 2425 E. Camelback Road Phoenix, AZ, 85016. This equipment was purchased and installed by a prior owner of Cypress and we do not currently have a value for the equipment.

PJG1-8 Commission records indicate that Cypress also has a CC&N under Docket No. T-04109A-02-0379, Decision No. 65414, dated November 20, 2002, to provide resold local exchange and resold long distance telecommunications services in Arizona. Please specify whether Cypress plans to retain that CC&N or if it will also be filing an application to cancel that CC&N.

Cypress does plan to cancel this CC&N as well and has already submitted an application to this effect.

PJG1-9 Please specify the date that the customer notices were mailed out to notify the Arizona customers of Cypress' discontinuance of service.

The original customer notice letter was mailed on or around Feb. 2nd, 2015 and a follow-up letter was mailed on or around Feb. 27th, 2015.

PJG1-10 In the copy of the customer notice attached to Cypress' Application to cancel its CC&N, Cypress recommends a provider named Fusion Telecommunications International, Inc. as a new provider for its Arizona customers. Please provide responses to the following in regards to Fusion Telecommunications International, Inc.:

a. Why is Cypress recommending a new service provider that is not authorized in Arizona to provide telecommunications service?

This was an error by Cypress, and was not intentional. Cypress recommended Fusion to customers in all states, and when we learned that Fusion did not operate in some states in which Cypress had customers, we sent our second notice letter which did not recommend any carrier. However, on both notice letters it was made clear to the customer that they were free to choose any service provider they liked, and Cypress would assist in transferring their number to any service provider.

- b. Why is Cypress recommending a new service provider that is not authorized to provide business in Arizona and not in Good Standing with the Corporations Division of the Commission?

See answer above.

- PJG1-11 Please provide a new customer notice and the date the notices were mailed out to Cypress' Arizona customers.

A new customer notice letter was sent on or around Feb. 27th, 2105. A copy of this letter is attached.

- PJG1-12 Please verify the number and type of customers that Cypress is currently providing service to in Arizona.

Cypress currently has 6 customers in Arizona. All 6 are business customers.

- PJG1-13 Please describe how Cypress' customers in Arizona are currently being served. Please include whether those customers are being served by Cypress' own facilities or through leased facilities provided by another service provider? If those customers are being served through leased facilities, please provide the name of the service provider from which the facilities are leased.

All Cypress customers in Arizona are served through leased facilities through Verizon Business.

- PJG1-14 Has Cypress already transferred Arizona customers to other service providers?

Cypress has already transferred most customers to other service providers.

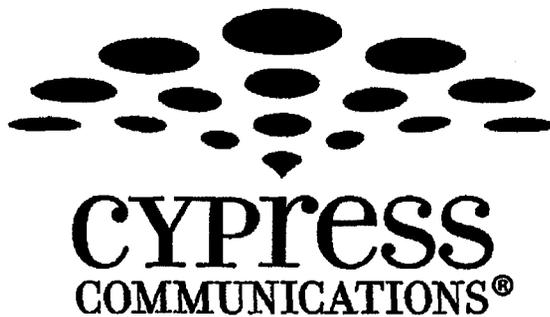
- PJG1-15 Is Cypress planning to shut off a customer's service if the customer has not already chosen a new service provider or transferred to another service provider?

Cypress is not planning to shut off service to any customers, however, Cypress will cease operations at the close of business on March 31, 2015 and will no longer provide any customer service or support. Companies with which Cypress has interconnection agreements may cancel or shut off service to Cypress, which may affect Cypress's ability to provide service in Arizona, but Cypress itself will not shut off any services.

- PJG1-16 As a reminder and please acknowledge that if Cypress is planning to shut customers off, it does not have the authority to do so unless a Commission Order has been issued allowing Cypress to discontinue service.

PJG2-1 As a compliance requirement, in Decision No. 66938, issued April 21, 2004, Cypress was required to procure and docket proof of a performance bond equal to \$200,000 the earlier of 365 days from the effective date of the Order or 30 days prior to the commencement of service. The Compliance Section of the Utilities Division has indicated that Cypress is currently not in compliance with this requirement. Please provide a copy of the \$200,000 performance bond.

Cypress was acquired in 2011 by Broadvox, Inc., its current parent company. We were not made aware of the bond requirement by Cypress's former owner prior to or during the sale process. During our ownership of Cypress, we were never made aware of this bond requirement by the State of Arizona, despite our annual filings required to continue operations. The current owners of Cypress takes their obligations to all government entities very seriously, and had we been made aware of this requirement by either Cypress's former owners, or the State of Arizona, we would have complied immediately. Any non-compliance was completely unintentional on our part, and we apologize for any omission by Cypress in this regard.



Re: You Must Choose a New Telephone Service Provider by March 31, 2015

Dear Cypress Customer:

Cypress Communications Operating Company, LLC ("Cypress") will discontinue all operations effective March 31, 2015 (the "Termination Date"). As of the Termination Date, Cypress will no longer offer phone or data service. This affects all Cypress customers nationwide. We urge you to immediately find an alternative service provider and transfer your services prior to the Termination Date to avoid an interruption in your services. Cypress is here to assist you in any way with your transfer of service. Customers may call (844) 276-2386 toll-free for further assistance.

The FCC will normally authorize this proposed discontinuance of service unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the §63.71 Application of Cypress Communications, LLC. Comments should include specific information about the impact of this proposed discontinuance upon you or your company, including any inability to acquire reasonable substitute service.

We want to take this opportunity to thank you for choosing Cypress as your phone and internet provider and for your years of loyalty. We sincerely apologize for any inconvenience this may cause you and wish you continued success in your business.

Sincerely,

Cypress Communications Operating
Company, LLC
75 Erieview Plaza, Suite 400
Cleveland, Ohio 44114