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BEFORE THE ARIZONA CORPORATION COMMISSION

COMMISSIONERS

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

2015 SEP -8 P 4: 32

Arizona Corporation Commission

AZ CORP COMMISSION
DOCKET CONTROL

DOCKETED

SEP 08 2015

DOCKETED BY *TV*

DOCKET NO. T-04308A-12-0118

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

**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. Preferred filed its initial compliance report in March of 2015. This report is Preferred's second compliance filing regarding customer complaints.

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

Snell & Wilmer

L.L.P.
LAW OFFICES
One Arizona Center, 400 E. Van Buren, Suite 1900
Phoenix, Arizona 85004-2202
602.382.0000

1 maintains records of the consent. In addition, Preferred thoroughly investigates any customer
2 compliant regarding slamming or cramming.

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

5 RESPECTFULLY SUBMITTED this 8th day of September 2015.

6 SNELL & WILMER, LLP

7
8
9 By 

10 Michael W. Patten
11 One Arizona Center
12 400 East Van Buren Street
13 Phoenix, Arizona 85004

14 *Attorney for Preferred Long Distance, Inc.*

15 Original +13 copies of the foregoing
16 filed this 8th day of September 2015, with:

17 Docket Control
18 Arizona Corporation Commission
19 1200 West Washington
20 Phoenix, AZ 85007

21 Copies of the foregoing hand-delivered/mailed
22 this 8th day of September 2015, to:

23 Brian Bozzo
24 Utilities Division
25 Arizona Corporation Commission
26 1200 West Washington
27 Phoenix, Arizona 85007

28 By 
22502821

DATE RECEIVED	ACCT#	STATE	REG. BODY	DATE FILED RESPONSE	DATE PUC/FCC RESPONDED	IF RESPONDED WHAT RESULT
3/2/2015	I-122952	MN	ATTY GNRL	3/12/2015		
3/3/2015	I-121999	TX	PUC	3/12/2015	3/27/2015	CLOSED IN OUR FAVOR
3/3/2015	O-175329	IA	UTILITIES BD	3/11/2015	3/13/2015	CLOSED IN OUR FAVOR
3/4/2015	I-122399	CA	PUC	3/23/2015		
3/5/2015	I-NONE	CA	PUC	3/23/2015		
3/5/2015	I-109587	CA	FCC CRAMMING	3/23/2015		
			GOVERNOR'S OFC OF CONSUMER PROTECTION			
3/9/2015	I-119174	GA		3/12/2015		
3/13/2015	I-119174	GA	FCC CRAMMING	3/23/2015		
3/9/2015	O-221969	MN	ATTY GNRL	3/22/2015		
3/9/2015	I-NONE	MN	ATTY GNRL	3/23/2015		
3/11/2015	I-122504	MN	ATTY GNRL	3/23/2015		
3/13/2015	I-122208	TX	FCC CRAMMING	3/23/2015		
3/18/2015	I-122497	CA	PUC	3/23/2015		
3/19/2015	O-190400	FL	FCC CRAMMING	3/23/2015		
3/20/2015	I-NONE	TX	PUC	3/23/2015		
3/23/2015	O-222970	AZ	ATTY GNRL	3/26/2015		
3/24/2015	I-124588	TX	PUC	3/24/2015	3/31/2015	CLOSED IN OUR FAVOR
3/24/2015	O-226460	WA	UTC	3/24/2015	3/24/2015	COMPANY UPHELD
3/26/2015	I-124932	OH	PUC	3/26/2015		
3/26/2015	I-123987	TX	PUC	3/26/2015	4/20/2015	CLOSED IN OUR FAVOR
3/30/2015	I-122759	IL	FCC SLAMMING	4/28/2015		
4/2/2015	O-NONE	GA	PUC	4/2/2015		
4/8/2015	O-215031	CA	FCC CRAMMING COMPLAINT	4/8/2015		
4/8/2015	O-195055	WI	FCC SLAMMING COMPLAINT	5/7/2015		
4/24/2015	O-221557	CA	FCC CRAMMING COMPLAINT	5/19/2015		
4/27/2015	I-124276	WA	UTC	4/27/2015		
5/1/2015	O-226527	IL	ATG	5/11/2015		
5/1/2015	I-124677	WA	ATG	5/19/2015	5/20/2015	CLOSED SATISFACTORY
5/4/2015	I-123098	WA	UTC	5/11/2015	5/22/2015	CLOSED SATISFACTORY
5/4/2015	O-170324	GA	PSC	5/11/2015		
5/8/2015	O-218387	TX	FCC CRAMMING COMPLAINT	6/2/2015		
5/12/2015	O-215550	NM	FCC CRAMMING COMPLAINT	6/11/2015		
5/12/2015	I-124751	OH	PUC	5/19/2015		
5/14/2015	I-125379	TX	PUC	6/1/2015		CLOSED IN OUR FAVOR
5/14/2015	I-125783	TX	PUC	6/1/2015		CLOSED IN OUR FAVOR
5/15/2015	O-195283	TX	PUC	6/1/2015	6/2/2015	CLOSED IN OUR FAVOR
5/18/2015	O-226527	IL	FCC CRAMMING COMPLAINT	6/12/2015		
5/20/2015	I-20437	WA	FCC CRAMMING COMPLAINT	6/12/2015		
5/20/2015	I-124545	TX	PUC	6/9/2015	6/10/2015	CLOSED IN OUR FAVOR
5/22/2015	I-NONE	CA	FCC CRAMMING COMPLAINT	6/12/2015		
5/28/2015	O-NONE	CA	PUC	7/2/2015		
6/1/2015	I-25524	WA	FCC CRAMMING	6/16/2015		
6/1/2015	O-208844	CA	PUC	7/2/2015		
6/2/2015	O-226688	TX	PUC	6/2/2015	6/11/2015	COMPLAINT CLOSED IN OUR FAVOR
6/3/2015	I-32115	IL	AG	6/9/2015		
6/3/2015	I-118855	TX	PUC	6/12/2015	6/15/2015	COMPLAINT CLOSED IN OUR FAVOR
6/4/2015	I-123844	CA	PUC	7/2/2015		
6/5/2015	I-NONE	WA	A.G.	6/16/2015	6/17/2015	COMPLAINT CLOSED SATISFACTORY
6/12/2015	I-125462	TX	PUC	6/16/2015	6/17/2015	COMPLAINT CLOSED IN OUR FAVOR
6/12/2015	I-126847	CA	PUC	7/2/2015		
6/16/2015	I-NONE	CA	PUC	7/2/2015		
6/22/2015	O-228384	CA	PUC	7/2/2015		
6/24/2015	I-126784	CA	PUC	7/2/2015		
6/29/2015	O-228052	OH	FCC CRAMMING	7/21/2015		
7/1/2015	O-229553	OH	PUC	7/13/2015		
7/3/2015	I-119141	CA	PUC	8/10/2015		
7/7/2015	I-125229	NM	PUC	7/19/2015		
7/7/2015	I-124861	IL	FCC SLAMMING	8/6/2015		
7/9/2015	I-126490	GA	FCC SLAMMING	8/7/2015		
7/14/2015	I-127241	CA	FCC CRAMMING	8/10/2015		
7/15/2015	O-226825	IL	AG	7/27/2015		
7/16/2015	I-125910	MG	FCC CRAMMING	8/10/2015		
7/17/2015	O-NONE	GA	PUC	8/5/2015		
7/24/2015	I-127454	IN	PUC	8/20/2015		
7/30/2015	I-126890	MN	AG	8/31/2015		
7/30/2015	I-123300	TX	PUC	8/5/2015		
7/31/2015	I-126911	CA	FCC CRAMMING	8/20/2015		
8/3/2015	I-127909	IL	AG	8/7/2015		
8/3/2015	I-125282	NM	AG	8/10/2015		
8/11/2015	I-127907	IL	AG	8/17/2015		
8/25/2015	I-115852	WA	UTC	8/30/2015		