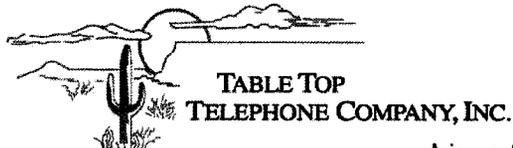




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Arizona Corporation Commission

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AZ CORP COMMISSION  
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May 21, 2015

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Docket Control  
 Arizona Corporation Commission  
 1200 W. Washington Street  
 Phoenix, AZ 85007-2927

Re: Docket Nos. T-02724A-14-0412, T-01051B-14-0412 and T-20741A-14-0412

Please find enclosed one original and thirteen copies of Table Top Telephone Company, Inc.'s response to Staff's Second Set of Data Requests dated May 13, 2015.

Please contact me at 559-868-6322 or [mjboos@ponderosatel.com](mailto:mjboos@ponderosatel.com) with any questions regarding this response.

Sincerely

Matthew J. Boos  
 General Manager

Enclosure

600 North Second Avenue

Ajo, Arizona 85321

(t) 520.387.5600

(f) 520.387.5602

[www.tabletoptelephone.com](http://www.tabletoptelephone.com)

Table Top Telephone Company, Inc.  
Docket No. T-02724A-14-0412  
Response to Staff Data Request 2

Response provided by: Matthew J. Boos  
General Manager  
PO Box 21  
O'Neals, CA 93645  
559-868-6322  
[mjboos@ponderosatel.com](mailto:mjboos@ponderosatel.com)

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STF 2.1 In reviewing Table Top's Local Exchange Tariff, there is no discussion in the definitions nor the service descriptions as to what the definitions of Base Rate Area, Zone 1 and Zone 2 are. Please generally define or describe the follow terms:

- a. Base Rate Area;
- b. Zone 1; and
- c. Zone 2

Response In 1995, Table Top Telephone purchased several non-contiguous properties from US West which were known as the Ajo, Aguila, Bagdad, Sanders and Seligman exchanges. At that time, Table Top Telephone adopted and filed with the ACC the pre-existing local calling area rate maps to include the defined boundaries for the Base Rate Area, Zone 1 and Zone 2. In 1998, the ACC approved the creation of the Inscription Canyon Ranch exchange which was a previously unfiled territory.

a./b. Base Rate Area and Zone 1: That portion or portions of an exchange within which specified classes and grades of basic exchange service are furnished at a charge that does not vary within the defined boundaries of the zones on the exchange map. As of December 1, 2014, a local rate increase eliminated the Residential Zone 1 add-on rate.

c. Zone 2: An area defined as anything within the exchange boundary that is not otherwise described as Zone 1 or as the Base Rate Area. Table Top is authorized to increase its residential local exchange rate to the lower of \$18.00 or the FCC's benchmark rate floor effective June 1, 2016, and to eliminate the \$0.80 Zone 2 charge if that benchmark rate exceeds \$16.80 (Docket No. T-02724A-13-0416, Decision No. 74830).

Table Top Telephone Company, Inc.  
Docket No. T-02724A-14-0412  
Response to Staff Data Request 2

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STF 2.2 Table Top has six non-contiguous exchanges for which the monthly recurring rates for service and the add-on Zone 1 and Zone 2 monthly recurring rates are the same amount regardless of the exchange in which a customer resides, please describe, by exchange, the criteria used when applying Zone 1 and Zone 2 rate to a customer's service/bill.

Response a. Aguila

i. Zone 1: Zone 1 is defined by township and range on the Table Top Exchange map. Any service address that exists within the Zone 1 map boundaries are billed the add-on Zone 1 rate.

Effective 12-1-14, the Residential Zone 1 add-on rate was zero.

ii. Zone 2: Zone 2 is defined by township and range on the Table Top Exchange map. Any service address that exists outside of the Zone 1 map area and within the exchange map boundaries are billed the Zone 2 add-on rate.

b. Ajo

i. Zone 1: Zone 1 is defined by township and range on the Table Top Exchange map. Any service address that exists within the Zone 1 map boundaries are billed the add-on Zone 1 rate.

Effective 12-1-14, the Residential Zone 1 add-on rate was zero.

ii. Zone 2: Zone 2 is defined by township and range on the Table Top Exchange map. Any service address that exists outside of the Zone 1 map area and within the exchange map boundaries are billed the Zone 2 add-on rate.

c. Bagdad

i. Zone 1: Zone 1 is defined by township and range on the Table Top Exchange map. Any service address that exists within the Zone 1 map boundaries are billed the add-on Zone 1 rate.

Effective 12-1-14, the Residential Zone 1 add-on rate was zero.

Table Top Telephone Company, Inc.  
Docket No. T-02724A-14-0412  
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ii. Zone 2: Zone 2 is defined by township and range on the Table Top Exchange map. Any service address that exists outside of the Zone 1 map area and within the exchange map boundaries are billed the Zone 2 add-on rate.

d. Inscription Canyon Ranch

- i. Zone 1: Does not exist in this exchange.
- ii. Zone 2: Does not exist in this exchange.

e. Sanders

- i. Zone 1: Zone 1 is defined by township and range on the Table Top Exchange map. Any service address that exists within the Zone 1 map boundaries are billed the add-on Zone 1 rate. Effective 12-1-14, the Residential Zone 1 add-on rate was zero. All addresses in the Sanders Exchange area are either Zone 1 or Zone 2.
- ii. Zone 2: Zone 2 is defined by township and range on the Table Top Exchange map. Any service address that exists outside of the Zone 1 map area and within the exchange map boundaries are billed the Zone 2 add-on rate.

f. Seligman

- i. Zone 1: Zone 1 is defined by township and range on the Table Top Exchange map. Any service address that exists within the Zone 1 map boundaries are billed the add-on Zone 1 rate. Effective 12-1-14, the Residential Zone 1 add-on rate was zero.
- ii. Zone 2: Zone 2 is defined by township and range on the Table Top Exchange map. Any service address that exists outside of the Zone 1 map area and within the exchange map boundaries are billed the Zone 2 add-on rate.

Table Top Telephone Company, Inc.  
Docket No. T-02724A-14-0412  
Response to Staff Data Request 2

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- STF 2.3 How does Table Top provide customer service to its current and potential customers? Specifically:
- a. Does Table Top have an 8XX telephone number for its customer service and if so, what is that number?
  - b. Where is Table Top's customer service operations located, what are the hours and days of operation?
  - c. If Table Top does have customer service hours 24 hours a day, 7 days per week, what provisions does Table Top make for its customers in the event of an emergency, like weather related service outage or any other type of service outage that customers may need to reporting during nonstandard working hours (i.e., when customer service is closed)?

- Response
- a. The Table Top Telephone Customer Service toll free number is 800-560-8101.
  - b. Customer Service operations are located in Ajo, Arizona and its business hours are Monday through Friday, 8:00 a.m. to 5:00 p.m.
  - c. Table Top utilizes designated personnel to monitor network alarms and customer calls to repair (which are captured on voice mail) during nonstandard working hours. Personnel are dispatched as necessary after normal business hours.