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**BEFORE THE ARIZONA CORPORATION COMMISSION**

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

Arizona Corporation Commission

**DOCKETED**

DEC 17 2015

DOCKETED BY

IN THE MATTER OF THE APPLICATION  
OF SPRINT COMMUNICATIONS  
COMPANY L.P. TO DISCONTINUE  
RESIDENTIAL LONG DISTANCE  
SERVICE IN ARIZONA.

DOCKET NO. T-02432B-15-0205  
DECISION NO. 75358  
ORDER

Open Meeting  
December 8 and 9, 2015  
Phoenix, Arizona

BY THE COMMISSION:

FINDINGS OF FACT

1. On June 22, 2015, Sprint Communications Company L.P. ("Applicant" or "Sprint" or "Company") submitted an Application to discontinue Sprint's residential intrastate long distance services and associated features.

2. A competitive carrier proposing to discontinue or abandon service must comply with the requirements of Arizona Administrative Code ("A.A.C.") R14-2-1107. As discussed below, Sprint has complied with the requirements of R14-2-1107 and Staff recommends approval of the Company's Application.

**Background**

3. On April 13, 2010, Sprint was granted a Certificate of Convenience and Necessity ("CC&N") by the Arizona Corporation Commission ("Commission") to provide interLATA telecommunications services in Decision No. 54480 dated April 25, 1985.

...

1           4. Pursuant to A.A.C. R14-2-1107, a carrier providing competitive telecommunications  
2 local or interexchange service must file an application with the Commission which sets forth the  
3 following information:

- 4           a. Any reasons for the proposed discontinuance of service or abandonment of service  
5 area;
- 6           b. Verification that all affected customers have been notified of the proposed  
7 discontinuance or abandonment, and that all affected customers will have access to an  
8 alternative local exchange service provider or interexchange service provider;
- 9           c. Where applicable, a plan for the refund of deposits collected pursuant to subsection  
10 R14-2-503(B); and
- 11           d. A list of all alternative utilities providing the same or similar service within the affected  
12 geographic area.

### 13 **Staff Analysis**

14           5. In its June 22, 2015 Application, Sprint stated due to changing market conditions the  
15 Company had determined it should discontinue residential wireline long-distance services and  
16 associated features.

17           6. The specific Sprint residential wireline long-distance services and associated features to  
18 be discontinued are Message Telecommunications Service (i.e., 1+ long distance), FONCARD,  
19 Directory Assistance, and Operator Service (collectively, the "Sprint Services"), as well as all consumer  
20 pricing plans associated with these services. Sprint is not discontinuing long-distance services to its  
21 business customers at this time. Sprint has 4,539 Arizona residential customers affected by this  
22 Application.

23           7. In its Application, Sprint provided a list of alternative utilities providing the same or  
24 similar services within the affected geographic area and certified that no customer deposits are held by  
25 Sprint for the affected customers.

26           8. Sprint published legal notice of its Application to discontinue or abandon residential  
27 interexchange services in all counties affected by the Application. Sprint published notice in fifteen  
28 (15) counties of Arizona between August 12, 2015 and August 19, 2015. Sprint also included with its

1 Application a notice required by the Federal Communications Commission (“FCC”) that was also sent  
2 to affected customers between June 15, 2015 and June 19, 2015.

3 9. Sprint informed Staff that as of November 12, 2015, only about 30 percent of these  
4 customers had selected a new long distance carrier and that if approval of this matter is received at the  
5 December Open Meeting the following disconnect process for the balance of customers will occur  
6 between December 13, 2015 and January 10, 2016. Sprint will process a system disconnect and place  
7 a recording on the customer’s account directing them to contact their Local Service Provider to select  
8 a new long distance carrier. These disconnects will be processed weekly based on the customer’s  
9 current bill date.

10 10. In its June notice, Sprint informed customers that they should contact their local  
11 phone company as soon as possible to find out which carriers are accepting pre-subscribed customers.  
12 The Staff test-called two Arizona local exchange carriers. The first provider said that Sprint no longer  
13 provides long distance service. It informed Staff that it had switched many Sprint callers to its long  
14 distance service but does not provide the names of alternate providers. The second provider advised  
15 that Sprint is no longer providing service, and it also has no list of alternative providers.

16 11. To ensure that customers are able to access a list of alternative providers, Sprint  
17 provided a final notice to its Arizona customers explaining how customers could obtain access to a list  
18 of alternative providers. The Notice also provided customers with Sprint’s and the Consumer  
19 Services Division’s telephone numbers in the event questions or problems arose. Sprint mailed the  
20 final notice on November 19, 2015.

21 12. Sprint informed Staff that as of November 15, 2015, it had received no complaints  
22 from Arizona customers regarding its Application.

23 13. Sprint stated it received authority on September 29, 2015, from the FCC to cease the  
24 provisioning of certain wireline consumer interstate long-distance services and associated features in  
25 each of the United States, the District of Columbia, Guam, Puerto Rico and the U.S Virgin Islands.<sup>1</sup>

26 . . .

27 \_\_\_\_\_  
28 <sup>1</sup> See *In the Matter of Section 63.71 Application of Sprint Communications Company L.P.*, W.C. Docket No. 15-186, Order DA 15-1098, dated September 29, 2015.

**1 Complaints and Compliance**

2 14. The Compliance Section of the Utilities Division reports no delinquencies for Sprint.  
3 The Consumer Services Section of the Utilities Division reports between January 1, 2012 and June 29,  
4 2015 there are three (3) complaints: one (1) marketing, one (1) quality of service and one (1) billing  
5 registered against Sprint in 2015 and one (1) complaint registered regarding restriction of service in  
6 2012. All complaints have been resolved and closed. Sprint filed its 2014 Utilities Annual Report on  
7 April 13, 2015. Sprint was not required to file a bond or letter of credit with the Commission.

**8 Staff Recommendations**

9 15. For the above stated reasons, Staff recommends approval of Sprint's Application to  
10 discontinue its residential intrastate wireline long distance services and associated features. Upon  
11 approval of Sprint's Application, Sprint will file an amendment to its Arizona Tariff C.C. No. 2  
12 indicating that Sprint no longer offers intrastate residential long distance services.

13 16. Staff further recommends the Applicant provide notice to Docket Control within  
14 thirty (30) days following completion of the aforementioned customer disconnect process.

**15 CONCLUSIONS OF LAW**

16 1. Sprint Communications Company L.P. is a public service corporation within the  
17 meaning of Article XV of the Arizona Constitution.

18 2. The Commission has jurisdiction over Sprint Communications Company L.P. and the  
19 subject matter in this filing.

20 3. The Commission, having reviewed the filing and Staff's Memorandum dated  
21 November 24, 2015, concludes that it is in the public interest to approve the Sprint Communications  
22 Company L.P. Application as proposed and discussed herein.

**23 ORDER**

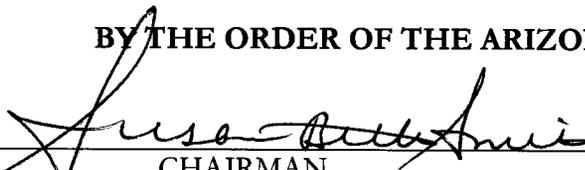
24 IT IS THEREFORE ORDERED that the Application of Sprint Communications Company  
25 L.P. to discontinue its residential long distance services and associated features be and hereby is  
26 approved.

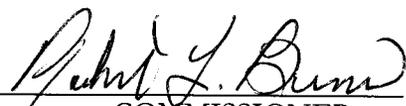
27 IT IS FURTHER ORDERED the Applicant file an amendment to its Arizona Tariff C.C. No.  
28 2 to indicate no residential customers may use Sprint's intrastate long distance services.

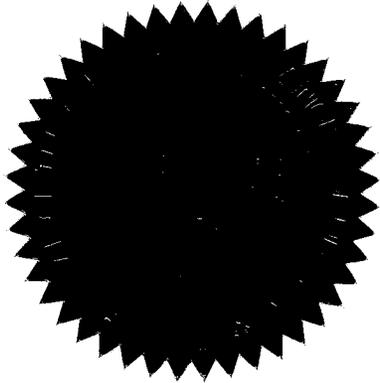
1 IT IS FURTHER ORDERED the Applicant provide notice to Docket Control within thirty  
2 (30) days following completion of the aforementioned customer disconnect process.

3 IT IS FURTHER ORDERED that this Decision shall become effective immediately.

4  
5 **BY THE ORDER OF THE ARIZONA CORPORATION COMMISSION**

6    
7 CHAIRMAN COMMISSIONER

8 **EXCUSED**  
9 COMM. STUMP    
10 COMMISSIONER COMMISSIONER COMMISSIONER



11 IN WITNESS WHEREOF, I, JODI JERICH, Executive  
12 Director of the Arizona Corporation Commission, have  
13 hereunto, set my hand and caused the official seal of this  
14 Commission to be affixed at the Capitol, in the City of  
15 Phoenix, this 17<sup>th</sup> day of December, 2015.

16   
17 JODI JERICH  
18 EXECUTIVE DIRECTOR

19 DISSENT: \_\_\_\_\_

20 DISSENT: \_\_\_\_\_

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1 SERVICE LIST FOR: Sprint Communications Company L.P.  
2 DOCKET NO. T-02432B-15-0205

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