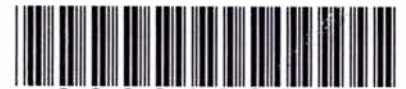


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MEMORANDUM

AZ CORP COMMISSION  
DOCKET CONTROL

TO: Docket Control  
FROM: *E. O. Abinah*  
Elijah O. Abinah  
Director  
Utilities Division

Arizona Corporation Commission

DOCKETED

2017 JUL -3 A 11: 23

JUL 3 2017

DATE: July 3, 2017

DOCKETED BY  
*GP*

RE: IN THE MATTER OF THE APPLICATION OF 1 800 COLLECT, INC. DBA  
SIMPLE BILLING SOLUTIONS FOR APPROVAL TO CANCEL THEIR  
CERTIFICATE OF CONVENIENCE AND NECESSITY.  
(DOCKET NO. T-20832A-17-0130)

Attached is the Staff Report for the above referenced application. The Applicant requests approval to cancel its Certificate of Convenience and Necessity ("CC&N") to provide the following services:

Alternative Operator Services

Staff recommends cancellation of the CC&N.

EOA:LLM:elr/RWG

Originator: Lori L. Morrison

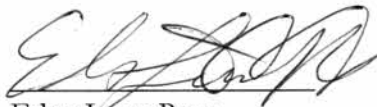
Service List For: 1 800 Collect, Inc.  
Docket No. T-20832A-17-0130

On this 3rd day of July, 2017, the foregoing document was filed with Docket Control as a Staff Report, and copies of the foregoing were mailed on behalf of the Utilities Division to the following who have not consented to email service. On this date or as soon as possible thereafter, the Commission's eDocket program will automatically email a link to the foregoing to the following who have consented to email service.

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**Consented to Service by Email**

By:



Edna Luna-Reza  
Administrative Assistant I

STAFF REPORT  
UTILITIES DIVISION  
ARIZONA CORPORATION COMMISSION


1 800 COLLECT, INC. DBA SIMPLE BILLING SOLUTIONS  
DOCKET NO. T-20832A-17-0130

IN THE MATTER OF THE APPLICATION OF 1 800 COLLECT, INC. DBA SIMPLE  
BILLING SOLUTIONS FOR APPROVAL TO CANCEL THEIR CERTIFICATE OF  
CONVENIENCE AND NECESSITY

JULY 3, 2017

## STAFF ACKNOWLEDGEMENT

The Staff Report for the application of 1 800 Collect, Inc. dba Simple Billing Solutions, Docket No. T-20832A-17-0130, for approval to cancel its Certificate of Convenience and Necessity, was the responsibility of the staff member listed below. Lori Morrison was responsible for the review and analysis of the application.



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Lori Morrison  
Public Utilities Analyst

## INTRODUCTION

On May 9, 2017, 1 800 Collect, Inc. dba Simple Billing Solutions (“1-800 Collect” or “Company”) submitted a request to the Arizona Corporation Commission (“ACC” or “Commission”) to cancel its Certificate of Convenience and Necessity (“CC&N”) to provide Alternative Operator Services within the State of Arizona. The Company is also requesting cancellation of its current effective tariff (Arizona CC Tariff No. 2).

## BACKGROUND

On March 21, 2013, in Decision No. 73783, the Commission granted 1-800 Collect a CC&N to provide Alternative Operator Services telecommunications services within the State of Arizona.

On June 13, 2017, 1-800 Collect’s responses to Staff’s First Set of Data Requests were filed in the docket. On June 14, 2017, the Company filed an affidavit in the docket that was inadvertently omitted from the Company’s responses to Staff’s First Set of Data Request.

## STAFF’S ANALYSIS

1-800 Collect states<sup>1</sup> it has no customers in Arizona and because it has no customers in Arizona, there were no customers to notify. Therefore, 1-800 Collect requests<sup>2</sup> a waiver of the notice of discontinuance of services to customers required by Arizona Administrative Code (“A.A.C.”) R14-2-1107(A). In addition, because there are no customers, no counties are affected by the discontinuance of service and 1-800 Collect also requests<sup>3</sup> a waiver of the published notice requirements in affected counties in A.A.C. R14-2-1107(B).

The Consumer Services Section of the Utilities Division reports that there have been no complaints, inquiries, or opinions filed against 1-800 Collect from January 1, 2014 to June 15, 2017. 1-800 Collect filed its 2016 Utilities Annual Report on April 11, 2017. 1-800 Collect is in Good Standing with the Corporations Division. The Compliance Section reports that there are no current compliance delinquencies for 1-800 Collect.

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<sup>1</sup> 1-800 Collect’s response to Staff Data Request (“SDR”) STF. 1.11(a) and Affidavit provided in response to STF 1.11(c) state 1-800 Collect certifies it has no customers to notify because there are no customers in Arizona.

<sup>2</sup> 1-800 Collect’s response to SDR STF 1.12 (a).

<sup>3</sup> 1-800 Collect’s response to SDR STF 1.12 (b).

## **RECOMMENDATION**

1-800 Collect is not currently providing Alternative Operator Services to any customers in Arizona. Staff recommends that 1-800 Collect's CC&N to provide Alternative Operator Services be cancelled. In addition, Staff recommends approval of 1-800 Collect's request for a waiver of the requirements to provide direct notice to affected customers and published notice requirements contained in A.A.C. R14-2-1107. Staff further recommends the cancellation of 1-800 Collect's tariff that is on file with this Commission.

Upon cancellation of its CC&N, 1-800 Collect will no longer be authorized to provide Alternative Operator Services in Arizona and therefore, will no longer be subject to the requirements of Decision No. 73783.