



0000011916

ORIGINAL

47

MEMORANDUM

RECEIVED
AZ CORP COMMISSION

MAY 25 1 01 PM '99

TO: Docket Control

FROM: Joan Ruf *J*
Consumer Service Specialist II
Utilities Division

Arizona Corporation Commission

DOCUMENT CONTROL

DOCKETED

MAY 25 1999

DATE: May 25, 1999

RE: IN THE MATTER OF DOCKETED BY *[Signature]* THE APPLICATION OF U S WEST
COMMUNICAITON, INC. DOCKET NO. T-01051B-99-0105

Attached is the original and one copy of letters written to the Arizona Corporation Commission (Commission) in response to the Customer Notification sent to the customers of U S West Communication, Inc. regarding its proposed rate increase. Attached, also, is a copy of Staff's response to the customer.

Preceding the letters and Staff's response, is a brief description of the nature of each customer's letter.

Originator: Joan Ruf

Attachment: Original and One Copy

JIM IRVIN
COMMISSIONER-CHAIRMAN
TONY WEST
COMMISSIONER
CARL J. KUNASEK
COMMISSIONER



BRIAN C. McNEIL
EXECUTIVE SECRETARY

ARIZONA CORPORATION COMMISSION

May 12, 1999

RECEIVED
AZ CORP COMMISSION

MAY 25 1 01 PM '99

DOCUMENT CONTROL

Mr. George Downey Jr
4250 East 29th Street Apartment # 121
Tucson, Arizona 85711

Dear Mr. Downey:

Thank you for taking the time to write and express your thoughts regarding U S WEST Communications, Inc's (U S WEST) proposed rate application. Your letter has been placed in U S WEST's official rate case file, Docket No. T-01051B-99-0105, and will become part of the record for the Commissioners' review before rendering a decision.

The customer notification, that includes U S WEST proposed increase, does not necessarily mean that they will be approved. Before any rate is considered by the Commissioners, a complete audit of all phases of the Company's books and operation is conducted by Staff and its expert consultants. Staff will then prepare its report, which will contain its recommendations.

A hearing will be held to take all the evidence from all interested parties. The date for the rate case hearing is scheduled for November 4, 1999, at the Arizona Corporation Commission (Commission) offices in Phoenix. The Commission will be scheduling Public Comment Meetings throughout various cities in Arizona that are served by U S WEST to facilitate customer participation. These meetings will allow customers to express their opinions on such issues as, proposed rates, billing, quality of service and other issues of importance to them.

Staff appreciates your comments and the interest you have taken on the proposed rate increase.

If you should have any questions or concerns relating to the rate case, please write to me at the Phoenix address below, or you may call me at (602) 542-0847. Customers residing outside the Metro-Phoenix area can call toll free at 1-800-222-7000.

Sincerely,

A handwritten signature in cursive script, appearing to read "Joan Ruf".

Joan Ruf
Consumer Service Specialist II
Utilities Division

JAR:sjs
cc: Docket Control

LIST OF CUSTOMER NAMES AND A BRIEF DESCRIPTION OF THE COMPLAINT
RECEIVED BY THE ARIZONA CORPORATION COMMISSION REGARDING U S WEST COMMUNICATIONS, INC., DOCKET NO. T-0151B-99-0105

RECEIVED
CORP COMMISSION
MAY 25 1 01 PM '99

Catherine L. Poetz
13643 North 107th Lane
Sun City, Arizona 85351
Letter rec'd 5/3/99

Opposed to a rate increase and having to pay the number portability surcharge, presubscribed interexchange carrier charge and the federal access charge.

DOCUMENT CONTROL

Darren P. Brooks
1704 West Roma Avenue
Phoenix, Arizona 85015
Letter rec'd 4/29/99

Opposed to rate increase.

Leland J. Morse
1359 East Whitton Avenue
Phoenix, Arizona 85014
Letter rec'd 5/5/99

Opposed to rate increase.

George Downey Jr.
4250 East 29th Street Apt. # 121
Tucson, Arizona 85711
Letter rec'd 4/26/99

Opposed to rate increase.

Robert L. Baker
10817 West Fairway Court
Sun City, Arizona 85351
Letter rec'd 4/26/99

Opposed to rate increase.

James R. Dane
9776 North Sandy Mesa Place
Tucson, Arizona 85743
Letter rec'd 5/5/99

Opposed to rate increase.

5/3/99

Corp. Comm.

I SEE WHERE U.S. WEST
IS ASKING FOR 19% RESIDEN-
TIAL RATE INCREASE

PLEASE READ MY 2-PAGE
SLIMMARY ON HOW I WAS
TREATED WHEN I APPLIED
FOR PHONE SERVICE.

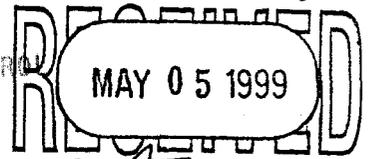
NO INCREASE - DECREASE
YES! FOR THEIR INABILITY
TO FUNCTION AS A PUBLIC UTILITY.

James R. Dorn

MAY 2, 1999

SUMMARY

DOCUMENT CONTROL



① MADE ARRANGEMENTS FOR PHONE SERVICE AT OUR
NEW HOME 9776 N. SANDY MESA PL. TUCSON, AZ. 85743
ON FEB. 19, 1999 FOR APR. 1, 1999 INSTALLATION.
ASSIGNED 579-1290 [NO, I DID NOT GET NAME OR ORDER#.]

② APRIL 1, 1999 @ 10 A.M. I AM AT HOUSE - NO PHONE SERV.
a) CALLED DIANE 20 MINUTES - LAST 10 ON HOLD "NO ORDER"
b) CALLED JANE 15 MINS. - LAST 10 ON HOLD - "NO ORDER"
c) CALLED APRIL SHE TOOK AN INTEREST IN MY PROBLEM.
SEEMS - ORDER WAS LOST WILL REVIEW WITH HER SUPERVISOR
CALL ME BACK AT OUR GREEN VALLEY # 393-1970 BY 4 P.M.
d) @ 4:35 P.M. CALLED APRIL WILL HAVE PAT CRANDAL,
SUPERVISOR CALL MY WIFE TOMORROW 4:29 TO LET
HER KNOW WHEN PHONE WILL BE INSTALLED. OUR NEW
AWESOME # WILL BE 744-4044

③ APRIL 2, 1999 I ARRIVE AT NEW HOUSE 9:30 A. NO PHONE SERV.
a) CALLED MY WIFE @ 4 P.M. HAS PAT CRANDAL CALLED? NO
b) CALLED APRIL @ 4:15 P.M. SHE FINALLY GETS PAT ON THE
PHONE: "SORRY ABOUT MIXUP - WILL TAKE TIME TO RESOLVE."
"WILL NOT CHARGE US LINE CONNECTION FOR OUR INCONVENIENCE,
BUT WE WILL HAVE TO PAY OTHER COSTS." SHE WILL CALL US
ON MONDAY 4.5.99 TO TELL US WHEN WE WILL GET SERVICE.
NOTE MY WIFE CALLS 744-4044 WOMAN ANSWERS.
"HAS HAD THIS # SINCE OCT.-1998 [STRIKE #2]"

④ APRIL 5, 1999 PAT CRANDAL DOES NOT CALL.

⑤ APRIL 6, 1999 [P.M.] CALL APRIL FOR UPDATE. LEFT MESSAGE FOR HER TO CALL ME. DOES NOT CALL.

APRIL 6, 1999 6:45 P.M.-7:P.M. CALL ROB ASKS FOR STATUS OF MY PHONE SERV 744-4044. PUTS ME ON HOLD. QUOTES: "BRAND NEW HOUSE" - "EXTENDED RATES" - "ENGINEERING COULD REQUIRE ADDITIONAL SERVICES" SAYS TO CALL ENGINEERING 8-5 P.M. - 1-800-753-4016 ORDER# T16927854

⑥ APRIL 8, 1999 @ 10 A.M. TALKED TO PAT GAVE HER ALL OF THE ABOVE BACKGROUND. SHE KNOWS THIS AREA MARANA - SHE IS FROM ELOY. ORDER IS ON HOLD PAPER WORK TO DENVER TAKES 30 DAYS TO GET APPROVAL. (NO ONE HAS EVER MENTIONED 30 DAYS TO ME.) SHE WILL CALL BOTH ENGINEERING OFFICES [DENVER/TUCSON] WILL GET ANSWER & CALL ME BACK

@ 3:45 P.M. PAT CALLS BACK. BOTH ENGINEERING AGREES "REGULAR CHARGES" SET DATE APRIL 12, 1999 NO NEED TO BE THERE. WHAT ABOUT #? 744-6060.

PAT - AT 753-4016 WAS THE ONLY EMPLOYEE WHO KNEW WHAT SHE WAS DOING & GOT THE JOB DONE RIGHT.

FINALLY, I AM SENDING YOU MY CHECK # 1007* IN THE AMT OF \$105.78 - DEDUCTING THE \$46⁵⁰ LINE CONNECTION [SEE #3.] I FEEL THAT I AM ENTITLED TO A FULL BLOWN APOLOGY FOR THE INEPT WAY I WAS TREATED. *NOTE ADDRESS ON THIS CHECK #PHONE

RECEIVED
APR 26 1999

7-01051 B-99-0105

10817 W. Fairway Court
Phoenix, AZ 85351
APR 23, 1999

Director of Utilities
Consumers Service Section
Utilities Division
Arizona Corporation Commission
Phoenix, AZ 85007

MAY 25 1 05 PM '99

DOCUMENT CONTROL

Good morning!

This letter is to comment on the recent U S West Communica-
tions, Inc. request for a rate increase.

First, I really can't be an intervenor, because of my age
of 87, and the fact that I have no transportation.

My feeling about this request for a rate increase is.....
that it is very unrealistic. A 19% increase for residential
service when the national rate of inflation is staying right
between 2 and 3%. That doesn't make sense!

Many of our residents in Arizona must have telephone
service.....911 emergency....to take calls regarding jobs, etc.
....and even now the monthly charge is a hardship.

It seems to me that U S West Communications, Inc. can find
a better solution to balancing its cost between residential
and commercial service. The present plan almost seems like
a license to steal!

Respectfully,

Robert L. Baker
Robert L. Baker

977-8665

JIM IRVIN
COMMISSIONER-CHAIRMAN
TONY WEST
COMMISSIONER
CARL J. KUNASEK
COMMISSIONER



BRIAN C. McNEIL
EXECUTIVE SECRETARY

ARIZONA CORPORATION COMMISSION

May 12, 1999

Mr. Robert L. Baker
10817 West Fairway Court
Sun City, Arizona 85315

Dear Mr. Baker:

Thank you for taking the time to write and express your thoughts regarding U S WEST Communications, Inc's (U S WEST) proposed rate application. Your letter has been placed in U S WEST's official rate case file, Docket No. T-01051B-99-0105, and will become part of the record for the Commissioners' review before rendering a decision.

The customer notification, that includes U S WEST proposed increase, does not necessarily mean that they will be approved. Before any rate is considered by the Commissioners, a complete audit of all phases of the Company's books and operation is conducted by Staff and its expert consultants. Staff will then prepare its report, which will contain its recommendations.

A hearing will be held to take all the evidence from all interested parties. The date for the rate case hearing is scheduled for November 4, 1999, at the Arizona Corporation Commission (Commission) offices in Phoenix. The Commission will be scheduling Public Comment Meetings throughout various cities in Arizona that are served by U S WEST to facilitate customer participation. These meetings will allow customers to express their opinions on such issues as, proposed rates, billing, quality of service and other issues of importance to them.

Staff appreciates your comments and the interest you have taken on the proposed rate increase.

If you should have any questions or concerns relating to the rate case, please write to me at the Phoenix address below, or you may call me at (602) 542-0847. Customers residing outside the Metro-Phoenix area can call toll free at 1-800-222-7000.

Sincerely,

A handwritten signature in cursive script, appearing to read "Joan Ruf".

Joan Ruf
Consumer Service Specialist II
Utilities Division

JAR:sjs
cc: Docket Control

T-11051B-99-0103

ARIZONA CORPORATION
COMMISSION

RECEIVED
APR 26 1999
RECEIVED

RECEIVED
AZ CORP COMMISSION

APR 20 1999
MAY 25 4 05 PM '99
4230 E. 29th St. # 121

Director of Utilities

DOCUMENT # 85711
Tucson, AZ

Arizona Corp. Commissioners
1200 W. Washington St.
Phoenix, AZ.

Dear Commissioners,

U.S. West is filing a request for another rate increase — 19% for a standard residential line. The phone bill is getting larger and larger every month with all the individual charges and taxes. U.S. West does not deserve the increase. I hope that in your wisdom you will see fit to reject the increase. Thanks for all the hard work you do.

Sincerely,
George Downey Jr.

T-01051B-99-0105

MAY 3rd.1999

Leland J. Morse
1359 East Whitton Ave.
Phoenix, Az. 85014

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AZ CORP COMMISSION

ATTN: RENZ JENNINGS

Ariz Corp Commission Members

I object to the rate change that U.S. West is asking for. Reason my wife and I are both in our 80s. and receive only a small Social Security payment, now a few years back the Tel. Co. would install a phone take care of any troubles a person would have with their phone in the house, and all of the Tel. lines in the house Ect. Now they get paid for every thing and we have to own our own phones, and they have raised the rates several times, I see now reason why they should get a raise. And how many times in a year do they have to go to any ones home to repair a line. We have lived in this house 34 Yrs. and the wire broke at the pole once, back about, 6 or 7 years ago, and I had to tell the person that repaired it where the trouble should be, which they repaired and put up a new line to the house. When I was a young man many years ago I worked for a small Tel. Co. in the country, and the people were not charged for any work that had to be done on their lines or phones, why are the big Companies getting so greedy. I will be unable to attend the meeting, as I have trouble walking and don't like to drive, only a short distance.

MAY 25 1 05 PM '99
DOCUMENT CONTROL

Sincerely

Leland J. Morse

LELAND J. MORSE

ARIZONA CORPORATION
COMMISSION

RECEIVED
MAY 06 1999

Director of Utilities

RECEIVED

MAY 05 1999

ARIZONA CORP COMMISSION
CORPORATIONS DIVISION

JIM IRVIN
COMMISSIONER-CHAIRMAN
TONY WEST
COMMISSIONER
CARL J. KUNASEK
COMMISSIONER



STUART R. BRACKNEY
ACTING EXECUTIVE SECRETARY

ARIZONA CORPORATION COMMISSION

May 7, 1999

Mr. Leland J. Morse
1359 East Whitton Avenue
Phoenix, Arizona 85014

Dear Mr. Morse:

Thank you for taking the time to write and express your thoughts regarding U S WEST Communications, Inc's (U S WEST) proposed rate application. Your letter has been placed in U S WEST's official rate case file, Docket No. T-01051B-99-0105, and will become part of the record for the Commissioners' review before rendering a decision.

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Staff appreciates your comments and the interest you have taken on the proposed rate increase.

If you should have any questions or concerns relating to the rate case, please write to me at the Phoenix address below, or you may call me at (602) 542-0847. Customers residing outside the Metro-Phoenix area can call toll free at 1-800-222-7000.

Sincerely,

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Joan Ruf
Consumer Service Specialist II
Utilities Division

JAR:sjs
cc: Docket Control

T-01051B-99-0105

RECEIVED
AZ CORP COMMISSION
1704 W. Roma Ave. Phoenix, Arizona 85015
(602) 230-8541
MAY 25 1 06 PM '99
April 26, 1999
RECEIVED
AZ CORP COMMISSION
MAY 10 9 49 AM '99

DOCUMENT CONTROL

ARIZONA CORPORATION
COMMISSION
DOCUMENT CONTROL
RECORDED
APR 29 1999
Director of Utilities

Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85001

Re: US West Application for Rate Increase

Commissioners:

I received this date, along with a monthly billing statement from US West, their notice of application for a rate increase on basic residential service. This rate increase, requested at this time, prompts me to write my first letter of opposition in this type of matter. Against a company that does not deserve a rate increase by equity of providing reliable, dependable or reasonable service.

As a residential customer, under their proposed increase, I would be looking at an additional \$90 per year for my service. Has my service been upgraded? No. Have they provided me more dependable service? No. Have they even met the basic levels of service that customers should expect? No.

To subject the people of Arizona to another rate increase for that company is without equity. Existing customer base should not pay for additional facilities, raises for the CEO, or what ever reason they might conjure. Any additional revenue needed for facilities expansion, should be paid by NEW residential installations, and not by the existing customer base.

If I understand correctly from their mailing, business customers are not targeted in this rate increase. And, that stands without equity as well.

This comes from a customer that has had interruptions in service that number 79 days in the past 7 months. Due to, inept technicians, their automated repair order system, and not listening to it's customers. You would grant this level of performance, a rate increase? Or, provide their CEO with another raise to his already million plus salary?

In the Phoenix market, where competition is now coming in from alternative sources, this company could less deserve a rate increase. Let competition promote the market, and not allow them to rape us even more.

Sincerely,



A concerned citizen.

JIM IRVIN
COMMISSIONER-CHAIRMAN
TONY WEST
COMMISSIONER
CARL J. KUNASEK
COMMISSIONER



STUART R. BRACKNEY
ACTING EXECUTIVE SECRETARY

ARIZONA CORPORATION COMMISSION

May 7, 1999

Mr. Darren P. Brooks
1704 West Roma Avenue
Phoenix, Arizona 85015

Dear Mr. Brooks:

Thank you for taking the time to write and express your thoughts regarding U S WEST Communications, Inc's (U S WEST) proposed rate application. Your letter has been placed in U S WEST's official rate case file, Docket No. T-01051B-99-0105, and will become part of the record for the Commissioners' review before rendering a decision.

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Sincerely,

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Joan Ruf
Consumer Service Specialist II
Utilities Division

JAR:sjs
cc: Docket Control

JIM. IRVIN
COMMISSIONER-CHAIRMAN
TONY WEST
COMMISSIONER
CARL J. KUNASEK
COMMISSIONER



BRIAN C. McNEIL
EXECUTIVE SECRETARY

ARIZONA CORPORATION COMMISSION

RECEIVED
AZ CORP COMMISSION

MAY 25 1 06 PM '99

DOCUMENT CONTROL

May 12, 1999

Ms. Catherine L. Poetz
13643 North 107th Lane
Sun City, Arizona 85351

Dear Ms. Poetz:

This letter is to acknowledge that the Arizona Corporation Commission (Commission) received your correspondence on May 3, 1999, concerning charges reflected on your U S WEST Communications Inc., (U S WEST) billing statement.

The Federal Communications Commission (FCC) authorized the local number portability (LNP) charge. The FCC has authorized U S WEST to recover their costs of the LNP through an end user surcharge. This surcharge will be in effect for a five-year period that will expire February 10, 2004. Both residential and business customers are assessed the surcharge.

In addition, the FCC established the monthly-Presubscribed Interexchange Carrier line Charge (PICC). Residential customers are assessed \$.53 for the main number and surcharge helps recover cost associated with the PICC.

The Federal Access Charge is also a FCC approved charge. All customers that subscribe to one residential telephone line are assessed the \$3.50 charge. This charge is designed to cover the costs of facilities and equipment used to provide local telephone service

Customers objecting to these charges have the option of voicing their concerns to the FCC. You may want to write to the FCC at 445 12th Street S.W., Washington, D.C. 20554 or call them toll free at 1-888-225-5322.

Since you raised questions on the proposed increased by U S WEST, your correspondence will be placed in the official rate case file, Docket No. T-01051B-99-0105, and will become part of the record for the Commissioners' review before rendering a decision.

1200 WEST WASHINGTON; PHOENIX, ARIZONA 85007-2996 / 400 WEST CONGRESS STREET; TUCSON, ARIZONA 85701-1347

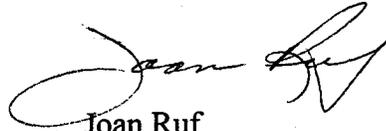
www.cc.state.az.us

This document is available in alternative formats by contacting Cynthia Mercurio-Sandoval, ADA Coordinator, voice phone number 602-542-0838, E-mail Csandoval@cc.state.az.us

Ms. Poetz
May 12, 1999
Page 2

If you should have any questions or concerns relating to the rate case, please write to me at the address listed below, or you may call me at (602) 542-0847.

Sincerely,

A handwritten signature in cursive script, appearing to read "Joan Ruf".

Joan Ruf
Consumer Service Specialist II
Utilities Division

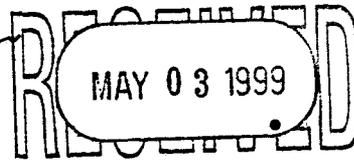
JAR:sjs

13643 N 107th Lane
Sun City, Az. 85351

T-01051B-99-0105

Arizona Corporation Commission
1200 W. Washington St
Phoenix Az

ARIZONA CORPORATION
COMMISSION



Director of Utilities

Dear Sirs,

On my U.S. West telephone bill there is a federal service provider number portability charge of \$.54 monthly and a prescribed interexchange carrier charge of \$.53 mo.

I do not have any reason to call long distance ever. It seems unfair that I should have to pay over \$1.00 extra each month for something I do not have any use for. U.S. West says I can eliminate the \$.53 charge by naming a company. AT&T would charge me \$3.00 mo if I name them & don't use it! Also a federal access charge of \$3.50 monthly!

This is ridiculous - \$4.57 added to my phone bill for something I don't use, and have no use for - in addition to the tapers on the service! Now they want a raise, too?

I am 80 yrs old, and feel that a phone is a necessity in case of emergency. Please do something about these escalating rates.

Sincerely,

Catherin L. Poetz

4/30/99