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ORIGINAL

MEMORANDUM

2000 JAN -4 P 4: 00

TO: Docket Control  
Arizona Corporation Commission AZ CORP COMMISSION  
DOCUMENT CONTROL

FROM: Karen Jenkins *KJ*  
Consumer Service Specialist  
Utilities Division

Arizona Corporation Commission  
DOCKETED

DATE: January 4, 2000

JAN 04 2000

RE: IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS,  
INC. (T-01051-B-99-0105)

DOCKETED BY  
U S WEST COMMUNICATIONS,  
*[Signature]*

Attached is the original and one copy of a letter written to the Arizona Corporation Commission (Commission) concerning the proposed U S WEST Communication, Inc. rate increase. Also attached, is a copy of Staff's response to the customer.

A brief description of the nature of this customer's letter precedes the customer's correspondence and Staff's response.

Originator: KAJ

Attachment: Original and One Copy

CORRESPONDENCE SUMMARY

U S WEST COMMUNICATIONS, INC.  
(T-01051-B-99-0105)

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Customer's name

Summary

Mr. and Mrs. Donald Levenson

Customer objects to paying the monthly rate for a non-published number and feels this charge should be eliminated

# CHATEAU RAINBOW

2085 WOLVERTON TRAIL  
PRESCOTT AZ 86303  
(520) 778-1990

RECEIVED  
DEC 01 1999

November 30, 1999

MR CARL KUNASEK  
ARIZONA CORPORATION COMMISSION  
PUBLIC UTILITIES DIVISION  
1200 W WASHINGTON  
PHOENIX AZ 85007

Dear Mr. Kunasek,

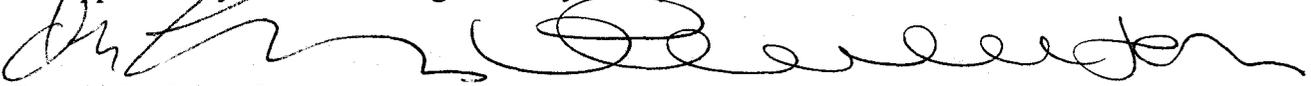
At the next rate hearing for U.S. West, which I understand is in the near future, we would very much appreciate your reviewing the approval that the Commission has granted to place charges on our phone bills every month for having an unpublished telephone number.

Like thousands of other phone company customers in this state, Mr. Kunasek, we have chosen to be unpublished to diminish the hundreds of unsolicited sales calls we otherwise receive annually. I'm sure you don't like such calls to your home either.

It seems reasonable that U.S. West be allowed to charge a fee for establishing separate records of publishable and un-publishable numbers in Arizona for the first year after an individual request is received....but certainly not forever.

In the old days when records had to be established and maintained by hand...the pen and paper method...perhaps such charges were justified. But in today's technical world where U.S. West's data base can efficiently and cheaply keep such requests on file indefinitely, I'm very certain that billing customers for this "service" year after year has become a profit center for the company.

It's not justified, in our minds, to charge customers for NOT doing something and creating a billing into perpetuity. We're requesting that the Commission rescind or at least modify this approval at your next meeting. Thank you very much.

  
Donald & Violette Levenson

CARL J. KUNASEK  
CHAIRMAN  
JIM IRVIN  
COMMISSIONER  
WILLIAM A. MUNDELL  
COMMISSIONER



BRIAN C. McNEIL  
EXECUTIVE SECRETARY

ARIZONA CORPORATION COMMISSION

December 21, 1999

Mr. and Mrs. Donald Levenson  
Chateau Rainbow  
2085 Wolverton Trail  
Prescott, Arizona 86303

Dear Mr. and Mrs. Levenson:

Your letter sent to Chairman Carl Kunasek of the Arizona Corporation Commission ("Commission") regarding the U S WEST Communications, Inc. ("U S WEST") charge for an "unlisted" telephone number has been referred to me for reply.

A non-published or non-listed telephone number is a special service offered by U S WEST. "Non-pub or non-list" is an optional feature that requires a different treatment from normal listed numbers and, as such, must be afforded special protection by U S WEST. It is my understanding that this was taken into consideration when the Commission approved non-pub rates.

As you are aware, U S WEST has a pending rate application with the Commission. The actual hearings are to be scheduled after the first of the New Year. Commission Staff is now involved in a very extensive and complete audit of U S WEST. The concerns raised in letters such as yours will assist the Commission in its investigation and review of this U S WEST rate application.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, Staff does everything within its authority to ensure that the consumer's interests are addressed. A decision must be reached which will balance the interests of the utility company, as well as its customers.

Mr. and Mrs. Levenson

December 21, 1999

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For future reference in this rate case, I am filing your correspondence with the Commission's Docket Control Center stating your objection to any "unlisted" monthly charges.

Thank you for sharing your concerns with us. If you have further questions, I may be reached at 1-800-222-7000.

Sincerely,

A handwritten signature in cursive script that reads "Karen Jenkins".

Karen Jenkins  
Consumer Service Specialist  
Utilities Division

KAJ:van