



ORIGINAL

Arizona Corporation Commission
MEMORANDUM DOCKETED

RECEIVED

2000 APR 25 P 12:28

APR 25 2000

TO: Docket Control
Arizona Corporation Commission

DOCKETED BY	
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AZ CORP COMMISSION
DOCUMENT CONTROL

FROM: Janie Woller *Janie*
Consumer Service Specialist
Utilities Division

DATE: April 25, 2000

RE: IN THE MATTER OF THE APPLICATION OF U S West Communications, Inc.
Docket No. T-01051B-99-0105

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

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

Originator: Janie Woller

Attachment: Original and One Copy

SUMMARY OF LETTERS FROM CUSTOMERS

GROUP : 1

COUNT: 50

UTILITY: U S West Communications, Inc.

DOCKET NO. T-01051B-99-0105

CUSTOMER NAME

NATURE OF LETTER

Wayne and Mary Bureson

E-mailed the Commission opposing the rate increase.

Maureen Bureson

E-mailed the Commission opposing the rate increase.

ARIZONA CORPORATION COMMISSION

RECEIVED

UTILITY COMPLAINT FORM

Investigator: Janie Woller

PHONE (602) 542-0821

2000 APR 25 P 12:28
FAX: (602) 542-2129

Priority: RESPOND WITHIN FIVE DAYS

ARIZONA CORPORATION COMMISSION
DOCUMENT CONTROL

OPINION NO. 2000 - 174386

Date: 4/25/00

COMPLAINT DESCRIPTION: 8A Rate Case Items Opposed/In Favor

First:

Last:

Complaint By: Maureen

Bureson

Account Name: MLB Consulting, Inc. President

Home:

Street: 1432 W. Emerald Ave. #6887

Work: (480) 890-1209 Ext.

City: Mesa

CBR:

State: AZ ZIP: 85202-

is:

Utility Company. U S WEST Communications, Inc.

Division: Telephone

Contact Name: For Assignment

Contact Phone:

Nature of Complaint:

Honorable Commissioners Kunasek, Irvin, and Mundell:

I am opposed to raising our telephone rates before the rate case even begins. What's the rush? Why the panic to raise rates now, when most customers are completely unaware that higher local telephone rates might be coming?

U.S. West's service is horrible. It has taken me as much as 3-4 hours on several occasions to pay my monthly bill because of problems with their billing. When I call to report errors, I get shuffled around from one person to another for hours. Once a U.S. West staff person stayed with me as we made numerous calls to try to straighten things out, and she finally said that it was ridiculous and she was writing the experience up. I have a home business, and it got to where it cost me more in lost time to get things corrected than to just pay for the charges that shouldn't be there. Now I've made other arrangements for my long distance billing so it no longer comes on my U.S. West bill. With only my local service on the U.S. West bill, the problem has been resolved.

Please take the time to go through a rate case before approving any increase in U.S. West's rates.

Thank you,

Maureen Bureson,
President
MLB Consulting, Inc.
1432 W. Emerald Ave. #6887

DOCKET T-010312 - 99-0105

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Mesa, AZ 85202
(480) 890-1209

Utilities' Response:

Investigator's Comments and Disposition:

The Arizona Corporation Commission (Commission) is in receipt of your E-mail opposing U S West Communications, Inc.'s rate increase. Your comments have been placed in the appropriate docket at the Commission.

Thank you for sharing your comments with us.

Company Contacted On: 4/25/00

Date Completed: 4/25/00

OPINION **No. 20 - 174386**

DOCKET T-1051B-99-0105

From: <MBureson@aol.com>
To: CC.UTIL(mailmaster,wmundell,ckunasek,jirvin)
Date: 4/22/00 9:27am
Subject: Opposed to raising US West rates prior to the rate hearing

Honorable Commissioners Kunasek, Irvin, and Mundell:

I am opposed to raising our telephone rates before the rate case even begins. What's the rush? Why the panic to raise rates now, when most customers are completely unaware that higher local telephone rates might be coming?

U.S. West's service is horrible. It has taken me as much as 3-4 hours on several occasions to pay my monthly bill because of problems with their billing. When I call to report errors, I get shuffled around from one person to another for hours. Once a U.S. West staff person stayed with me as we made numerous calls to try to straighten things out, and she finally said that it was ridiculous and she was writing the experience up. I have a home business, and it got to where it cost me more in lost time to get things corrected than to just pay for the charges that shouldn't be there. Now I've made other arrangements for my long distance billing so it no longer comes on my U.S. West bill. With only my local service on the U.S. West bill, the problem has been resolved.

Please take the time to go through a rate case before approving any increase in U.S. West's rates.

Thank you,

Maureen Bureson,
President
MLB Consulting, Inc.
1432 W. Emerald Ave. #6887
Mesa, AZ 85202
(480) 890-1209

000000 T-010513-99-0105

From: Janie S. Woller
To: SMTP("MBureson@aol.com")
Subject: Opposed to raising US West rates prior to the rate hearing
-Reply

The Arizona Corporation Commission (Commission) is in receipt of your E-mail opposing U. S. West Communications, Inc.'s rate increase. Your comments have been placed in the appropriate docket at the Commission.

Thank you for sharing your comments with us.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Janie Woller **PHONE** (602) 542-0821 **FAX:** (602) 542-2129

Priority: RESPOND WITHIN FIVE DAYS

OPINION **NO. 2000 - 174382** **Date:** 4/25/00

COMPLAINT DESCRIPTION: 8A Rate Case Items Opposed/In Favor

Complaint By: **First:** **Last:**
Wayne & Mary Bureson

Account Name: **Home:**

Street: 9007 S. Olive Lane **Work:**

City: Sun Lakes **CBR:**

State: AZ **ZIP:** 85248- **is:**

Utility Company: U S WEST Communications, Inc.

Division: Telephone

Contact Name: For Assignment **Contact Phone:**

Nature of Complaint:

Dear Commissioners Kunasek, Irvin and Mundel

We are opposed to a rate increase for U.S. West prior to having a rate case.

Thank you for considering our opinions.

Sincerely,

Wayne and Mary Bureson
9007 S. Olive Lane
Sun Lakes, AZ 85248

Utilities' Response:

Investigator's Comments and Disposition:

The Arizona Corporation Commission (Commission) is in receipt of your E-mail opposing U. S. West Communications, Inc.'s rate increase. Your comments have been placed in the appropriate docket at the Commission.

Thank you for sharing your comments with us.

Company Contacted On: 4/25/00

Date Completed: 4/25/00

OPINION **No. 20 - 174382**

DOCKET T 01051B-99-0105

From: <Wmb39@aol.com>
To: CC.UTIL(mailmaster,wmundell,ckunasek,jirvin)
Date: 4/22/00 5:43pm
Subject: No U. S. West rate increase prior to rate case

Dear Commissioners Kunasek, Irvin and Mundel

We are opposed to a rate increase for U.S. West prior to having a rate case.

Thank you for considering our opinions.

Sincerely,

Wayne and Mary Bureson
9007 S. Olive Lane
Sun Lakes, AZ 85248