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MEMORANDUM

Arizona Corporation Commission
DOCKETED

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AZ CORP COMMISSION
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TO: Docket Control

FROM: Reg Lopez
Consumer Service Specialist
Utilities Division

SEP 28 2000

DOCKETED BY [Signature]

DATE: September 27, 2000

RE: IN THE MATTER OF THE APPLICATION OF QWEST
COMMUNICATIONS, DOCKET NUMBER 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 Qwest Communications (formerly U S WEST Communications) regarding its proposed rate increase. Attached, also, is a copy of Staff's response to the customer.

Preceding the letters and Staff's response, there is a Summary of Letters From Customers, which gives a brief description of the nature of each customer's letter.

SUMMARY OF LETTERS FROM CUSTOMERS

UTILITY: Qwest, Inc

DOCKET NO. T-01051B-99-0105

CUSTOMER NAME

NATURE OF LETTER

Ms. Sue E. La Vergne

Customer addresses the fact she is unable to get DSL service in her area; that Qwest doesn't have enough telephone numbers in her area due to 10,000 numbers for pagers used in Sierra Vista and Fort Huachuca. Customer further states that the exchange is too small and the equipment can't keep up. Customer further states that Qwest can fix the problems that they inherited. Feels that due to layoffs, whether the monies saved will go into CEO's pocket. Feels Sierra Vista should have better service. Customer ends her letter by stating it would behoove the Commission to deny the rate increase.

Mr. Ron Myers

Customer at first addresses issue of delays in getting a second line. Customer mirrors feelings of the above customer that he feels that the monies saved due to layoffs will be going to CEO's pocket. Customer requests the increase be denied. (Note: My call to the customer has revealed that his second line has been installed).

5422 S. Santa Aurelia
Sierra Vista, AZ 85650
15 August 2000

Arizona Corporation Commission
Utilities Division
1200 West Washington
Phoenix, AZ 85007-2996



RE: Qwest Request for Rate Increase

Dear Commission Members:

Strongly suggest that you deny Qwest's request for a rate increase--indefinitely. They have done nothing to justify a rate increase.

Case-in-point: I was scheduled to have a second line installed in my home on ~~10~~^{2nd} August 2000. At 6:30 pm on ~~2~~^{2nd} August, I received a call from Qwest stating that they would not be installing my second line.....and they had no idea when they would be able to. It seems that they have run out of telephone numbers at the exchange on Highway 92 and Ramsey Road, south of Sierra Vista. I made several telephone calls to Qwest, including one to their Corporate Offices in Denver; all to no avail. What they did offer me was Voice Mail, which I accepted as I have a teenager in the house; I wanted Call Waiting for free and they said 'No'. And then the stupid people put it on the line that I don't even have yet--and at the rate of things, may never get!!!! Lot of good that does me. They can't tell me when they are going to provide me a line. They should have never scheduled me in the first place knowing they had no lines available!!!

And now they want a rate increase?!? Qwest just announced that they are laying off over 4,000 employees; where's the money they won't have to shell out paying wages going to go? It had better not be in the CEO's pockets! If they can do this, they certainly don't have justification for a rate increase!

Strongly urge the Commission to *deny Qwest's request for a rate increase*; it is not justified!

Sincerely,

A handwritten signature in cursive script that reads "Ron Myers".

Ronald E. Myers

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



BRIAN C. McNEIL
EXECUTIVE SECRETARY

ARIZONA CORPORATION COMMISSION

September 27, 2000

Mr. Ronald Myers
5422 South Santa Aurelia
Sierra Vista, Arizona 85650

Dear Mr. Myers:

On behalf of the Arizona Corporation Commission ("Commission"), I would like to thank you for your letter regarding the proposed rate application for Qwest Communications ("Company").

Your letter has been docketed and will remain as a permanent record in the Company's application. The Commission's Utilities Division Staff will thoroughly analyze the Company's application before formulating a recommendation to the Commissioners. Ultimately, the Commissioners will make a final decision on the application. The Commissioners especially appreciate the insight provided by letters from customers as yourself.

Sincerely,

A handwritten signature in black ink, appearing to read "Reg Lopez", is written over a large, stylized flourish.

Reg Lopez
Consumer Service Specialist
Utilities Division

5038 Sagebrush Road
Sierra Vista, AZ 85650
15 August 2000

Arizona Corporation Commission
Utilities Division
1200 West Washington
Phoenix, AZ 85007-2996



RE: Qwest Request for Rate Increase

Dear Commission Members:

I am totally against any kind of rate increase by Qwest any time in this century! When they bought US West, the Commission members should have made sure that Qwest fixed the problems they inherited before they were allowed to ask for a rate increase. If the Commission had done their job in the first place, US West would have had to do it before the sale was completed.....but you didn't and they didn't!

I live south of Sierra Vista; when I wrote US West asking them why I could not get broadband so I could get DSL for my computer, they had no answer. Neither does Qwest! How can they begin to justify a rate increase when they can't even provide the services that their customers in Phoenix and Tucson take for granted. The exchange on South Highway 92 and Ramsey Road has no more telephone numbers available and they have no idea *when* they will be upgrading it. That was supposed to be done by US West over 2 years ago. Again, the Commission let it slide and the telephone service south of Sierra Vista is not up-to-par by any means. If they hadn't been allowed to give out a block of 10,000 lines for pagers for Sierra Vista and Fort Huachuca, the numbers would be there. The exchange is too small and the equipment can't keep up. No one can tell me what version of software they are running on their Nortel equipment; the last update was Version 10; it's probably up to Version 11 or 12 by now!

Until Qwest can fix the problems they inherited (and knew they were inheriting), they are *not justified* in requesting--and being granted--a rate increase. Qwest just announced that they are laying off over 4,000 people; where is the money that they won't have to spend on wages going? Into the CEO's pocket? It had better not be!!! Qwest has a lot of customers in the Sierra Vista area who deserve a much better telephone system, and not at the added expense of a rate increase by Qwest!!! We wouldn't see the benefit anyway; it would all go to Phoenix and Tucson customers!!!

It would behoove the Commission to *deny Qwest's request for a rate increase.*

Sincerely,

A handwritten signature in cursive script that reads "Sue E. La Vergne".

Sue E. La Vergne

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



BRIAN C. McNEIL
EXECUTIVE SECRETARY

ARIZONA CORPORATION COMMISSION

September 27, 2000

Ms. Sue E. La Vergne
5038 Sagebrush Road
Sierra Vista, Arizona 85650

Dear Ms. La Vergne:

On behalf of the Arizona Corporation Commission ("Commission"), I would like to thank you for your letter regarding the proposed rate application for Qwest Communications ("Company").

Your letter has been docketed and will remain as a permanent record in the Company's application. The Commission's Utilities Division Staff will thoroughly analyze the Company's application before formulating a recommendation to the Commissioners. Ultimately, the Commissioners will make a final decision on the application. The Commissioners especially appreciate the insight provided by letters from customers as yourself.

Sincerely,

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Reg Lopez
Consumer Service Specialist
Utilities Division