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From: Dana Robertson <dobby23@uswest.net>
To: CC.UTIL(hearingsdiv)
Date: 10/1/00 11:24am
Subject: QWEST Rate Increase Hearing

To grant the QWEST request for a rate increase in an injustice to the public. On 31 Aug 00 we moved into our new home in Tucson. We requested a transfer of services identical to the one we had in our mid-town Tucson home three weeks prior to moving. It took QWEST till 17 Sept 00 to get our phone line (single line) connected. It took 20 phone calls to customer service agents, 5 calls to supervisors, and enormous amount of frustration dealing with a company that can't spell Customer Service, let alone provide it! I have never in 40 years of dealing with the a phone company in Arizona been treated with such disrespect and been charged for it! They even had the audacity to request payment for the 3 weeks that we did not have phone service. To grant QWEST with any rate increase is tantamount to an abdication of responsibility to the public.

Arizona Corporation Commission

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D. L. ROBERTSON, 520-228-3664