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Arizona Corporation Commission  
1200 West Washington  
Phoenix, AZ 85007

AZ CORP COMMISSION  
COMMITMENT CONTROL

Attn: Docket Control  
Qwest Corporation

Sept. 7, 2006

Re: Docket T-01051B-03-0454 & T-00000D-00-0672  
My phone number 928-771-2822

Dear Sirs:

This is in reference to Qwest's notification of a possible rate increase. Since Qwest is the only local phone company, I consider it a monopoly and Qwest has conducted itself often that way.

I have had my phone service with Qwest for five years but not as a long distance carrier. Four to five years ago, I had problems with my phone line and called repair service. Never was I told that a repair call would be an \$80.00 charge, fix the problem or not. After a repair person came when I was at work - note left on my door - the problem continued.

I refused to pay the \$160.00 charge on my bill and had lengthy correspondence with Qwest's headquarter, explaining the situation over and over again. Qwest insisted on proper charges and on payment.

Through a local Qwest public relations person (not given by Qwest, rather by a private person who also had problems), the problem was finally solved and the problem fixed by that person without additional charges. I paid \$80.00 and was credited the other \$80.00.

I know from newspaper reports and letters to the editor that I am not the exception to Qwest's problems and problem solving. If I had another choice of phone company, I would gladly choose another carrier.

I therefore object to Qwest's rate increase and suggest that the company become more service and consumer oriented instead of sitting on its high horse. The sweet-talk commercials how wonderful Qwest is, is not reality and won't change my opinion.

Sincerely,

*Catherine Isabel*

Arizona Corporation Commission  
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