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ORIGINAL

File IN

T-00000D-00-0672

4700

REGULATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: (602) 542-0848

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2004 - 38967

Date: 10/7/2004

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Catherine

Isabel

Account Name: Catherine Isabel

Home: (928) 771-2822

Street: P. O. Box 926

Work: (000) 000-0000

City: Prescott

CBR:

State: AZ Zip: 86302

is:

Utility Company: Qwest Corporation

Division: Telephone

Contact Name: For Assignment

Contact Phone: (000) 000-0000

Nature of Complaint:

Customer is opposed to possible rate increase in Docket T-01051B-03-0454 & T-00000D-00-0672

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/7/04 noted please file a copy in Docket T-01051B-03-0454 and T-00000D-00-0672

End of Comments

Date Completed: 10/7/2004

Opinion No. 2004 - 38967

Arizona Corporation Commission

DOCKETED

OCT - 8 2004

DOCKETED BY

AZ CORP COMMISSION
DOCUMENT CONTROL

2004 OCT - 8 A 9:18

RECEIVED

Catherine Isabel
P.O.Box 926
Prescott, AZ 86302

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2004 SEP -8 A 11: 09

RECEIVED

SEP 08 2004

Arizona Corporation
1200 West Washington
Phoenix, AZ 85007

AZ CORP COMMISSION
COMMISSION CONTROL

AZ CORPORATION COMMISSION
DIRECTOR OF UTILITIES

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