

ORIGINAL



0000014418

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

4700

Investigator: Brad Morton

Phone: (602) 542-0836

Fax: (602) 542-2129

Priority: Respond Within Five Days

Complaint No. 2004 - 38904

Date: 10/6/2004

Complaint Description: 09B Rates/Tariffs - Incorrect Rates Assessed

First:

Last:

Complaint By: Louise

Kriese

Account Name: Louise Kriese

Home: (602) 866-9147

Street: 3417 West Hearn Rd.

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ Zip: 85053

is:

Utility Company: Qwest Corporation

Division: Telephone

Contact Name: For Assignment

Contact Phone: (000) 000-0000

T-00000D-04-0582

Nature of Complaint:

Consumer complaining about \$2.99 charge billed for long distance capabilities.

\*End of Complaint\*

Utilities' Response:

10/07

PLEASE CHANGE THIS TO AN INQUIRY. IN ORDER TO STAY COMPETITIVE, QWEST HAS MADE THE DECISION TO IMPOSE A MONTHLY FEE FOR THE LONG DISTANCE. CLOSED MARY

\*End of Response\*

Investigator's Comments and Disposition:

10/8/04

Closed with utility response, Docket under T-00000D-04-0582.

\*End of Comments\*

Date Completed: 10/8/2004

Complaint No. 2004 - 38904

Substantiated

Notes:

Arizona Corporation Commission  
DOCKETED

NOV 24 2004

DOCKETED BY	
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AZ CORP COMMISSION  
DOCUMENT CONTROL

2004 NOV 24 A 10:48

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Janie Woller**Phone:** (602) 542-0821**Fax:** (602) 542-2129**Priority:** Respond Within Five Days**Complaint No.** 2004 - 38897**Date:** 10/6/2004**Complaint Description:** 09A Rates/Tariffs - Interpretation of**First:****Last:****Complaint By:** Warner

Munz

**Account Name:** Warner Munz**Home:** (602) 569-6338**Street:** 2233 E. Behrend Dr., Lot #6**Work:** (000) 000-0000**City:** Phoenix**CBR:****State:** AZ Zip: 85024**is:****Utility Company:** Qwest Corporation**Division:** Telephone**Contact Name:** Mary Harris-Gavrila**Contact Phone:** (801) 374-2037**Nature of Complaint:**

Mr. Munz called regarding receiving a letter from Qwest long distance that there will be an additional \$2.99/month charge starting in October. 1) What documentation approved this charge for inter-state calls? 2) What decision approved this charge for intra-state calls?

\*End of Complaint\*

**Utilities' Response:**

Utilities' Response: 10/07 IN AN EFFORT TO STAY COMPETITIVE, QWEST MADE THE DECISION TO ADD A MONTHLY FEE TO THE LONG DISTANCE PLAN. AS LONG DISTANCE IS NON-JURISDICTIONAL, THE COMPANY HAS THE ABILITY TO CHANGE RATES TO MEET THE NEEDS OF THE BUSINESS. CLOSED MARY

\*End of Response\*

**Investigator's Comments and Disposition:**

10/6/04 12:42 p.m. E-mailed to Qwest.

10/08/04 10:53 a.m. Called Mr. Munz and left message informing him of Qwest's response and that the Commission is looking into this matter and his comments have been placed in our database for the record. Closed.

\*End of Comments\*

**Date Completed:** 10/20/2004**Complaint No.** 2004 - 38897**Substantiated****Notes:**

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T-000000D-04-0582

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UTILITY COMPLAINT FORM

2004 NOV 24 A 10:48

Investigator: Carmen Madrid

Phone: (602) 542-0848

Fax: (602) 542-2129

AZ CORP. COMMISSION  
DOCUMENT CONTROL

Priority: Respond Within Five Days

Complaint No. 2004 - 38922

Date: 10/6/2004

Complaint Description: 09A Rates/Tariffs - Interpretation of

First:

Last:

Complaint By:

Michael & Jane

Conway

Account Name:

Michael & Jane Conway

Home: (602) 955-0961

Street:

2214 E. Montebello Ave.

Work: (000) 000-0000

City:

Phoenix

CBR:

State:

AZ Zip: 85016

is:

Utility Company:

Qwest Corporation

Division:

Telephone

Contact Name:

Julie Layne

Contact Phone: (800) 334-6369

Nature of Complaint:

Customer is upset that the total of the taxes, fees and surcharges equal \$9.00. Feels that the State, City and County sales taxes are higher than should be allowed. There are also a category for other charges what are these? She had for years paid the optional charge for maintenance wiring of \$4.75 a month, where is this money going if she never used it? Feels that a separate fund should be established to put the \$4.75 for future use.

\*End of Complaint\*

Utilities' Response:

10/14/04 I LEFT A MESSAGE ON AN ANSWER MACHINE FOR THE CUSTOMER TO CALL ME. QWEST IS BILLING TAXES AND FEES AT THE STATE TAX LAW RATES. \$6.30 OF THE CHARGES IS FOR THE FEDERAL ACCESS CHARGE. THIS CHARGE ALLOWED BY THE FCC COVERS PART OF THE COST FOR PROVIDING ACCESS TO AND MAINTENANCE OF THE LOCAL NETWORK. THE REST OF THE TAXES AND FEES TOTAL \$3.28. THE CUSTOMER HAS NOT CONTACTED QWEST ABOUT THIS ISSUE. CLOSED THANKS JULIE

\*End of Response\*

Investigator's Comments and Disposition:

10/6/04 e-mailed to Qwest

10/14/04 Received response from Qwest

10/20/04 I contacted customer and she wanted to have this filed in the official file. She appreciated the information relayed to her. Closed

\*End of Comments\*

Date Completed: 10/20/2004

Complaint No. 2004 - 38922

2004 NOV 24 A 10:48  
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UTILITY COMPLAINT FORM

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Substantiated

Notes:

T-00000D-04-0582

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (602) 542-0836

Fax: (602) 542-2129

Priority: Respond Within Five Days

Complaint No. 2004 - 39008

Date: 10/12/2004

Complaint Description: 09A Rates/Tariffs - Interpretation of

First:

Last:

Complaint By: Nancy

Siebert

Account Name: Nancy Siebert

Home: (623) 878-4731

Street: 6942 West Olive #32

Work:

City: Peoria

CBR:

State: AZ Zip: 85345

is:

Utility Company: Qwest Corporation

Division: Telephone

Contact Name: For Assignment

Contact Phone: (800) 990-0000

Nature of Complaint:

Consumer upset about \$2.99 being charged by Qwest.

\*End of Complaint\*

Utilities' Response:

10/18 We are providing this information as a courtesy as Qwest Choice Long Distance is a de-tariffed item in the state and falls under the FCC category.

Qwest sent out notification to our long distance customers regarding the charging of the \$2.99 fee for the Qwest Choice Long Distance service. This will be charged monthly. According to the letters that were mailed to our customers, "Qwest is implementing this fee in an effort to deliver the best value and remain competitive. This

increase reflects the cost of providing long-distance service as well as market conditions that we continue to monitor to ensure we bring you the best solutions for your needs at the best possible price".

Along with this implementing of a monthly fee, Qwest has lowered the maximum amount paid each month from \$25 to \$20 for unlimited long distance calling. Customers will not be billed above \$20 no matter how many long distance calls they make. Also The \$2.99 fee goes toward the \$20 cap each month. Customers that make from 0 to \$17.01 in long distance each month will have the fee added. The calls will be billed at \$.05 per minute. Customers that make \$17.01 and over will have the fee added and their long distance cap out at \$20.00 per month.

Customer who chose to change to no long distance carrier or another long distance carrier will be billed according to the state charge, \$10 for Arizona and \$7.40 for Utah. This is an FCC approved charge and covers the cost of changing long distance carriers. Qwest absorbed this cost when customers changed to Qwest Choice Long Distance. This charge has been an established charge since January 1, 1984.

CLOSED MARY

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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\*End of Response\*

**Investigator's Comments and Disposition:**

Docket T-00000D-04-0582

\*End of Comments\*

Date Completed: 10/18/2004

Complaint No. 2004 - 39008

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Substantiated

Notes:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: (602) 542-0848

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion      No. 2004 - 39054

Date: 10/13/2004

Complaint Description:      09F Rates/Tariffs - Non-Regulated Charges

First:

Last:

Complaint By:      **Paul**

**Jorgenson**

Account Name:      Paul Jorgenson

Home: (000) 000-0000

Street:      n/a

Work: (000) 000-0000

City:      n/a

CBR: Jorgie Jorgenson <jorgie63

State:      AZ      Zip: 00000

is: E-Mail

Utility Company:      **Qwest Corporation**

Division:      Telephone

Contact Name:      For Assignment

Contact Phone: (000) 000-0000

Nature of Complaint:

Dear Arizona Corporation Commission:

Your news article in the Daily News Sun here in Sun City West asked for information on telephone billing charges for your investigations. You implied that there are probably Qwest or maybe other supplier billing irregularities. We did receive an unexpected increase of a couple dollars a month, about 2% of our total wire, wireless, long distance charges per month. You had an issue of a 3% increase for Qwest some time ago, I believe was not approved or was reduced. Yet at the same time the FCC increased the GORE TAX \$.50 per month, from 6.00 to 6.30 which is a 5% increase. You have no control and apparently no concern over the fact that Government taxes are about half of the amount that Qwest collects for themselves and forwards to the various governments, mostly to Washington D.C. and the FCC. Now the FCC has no responsibility to the public or Congress for disposition of the BILLIONS collected in almost a decade of UNREGULATED scraping the cream of the communications investments for every person and business in the country.

My current wire bill with Qwest is for the least expensive single line I can get at \$13.18. The Federal Access GORE Tax is 6.30 and the total; tax on just the wire service is \$9.56. FIGURE OUT YOUR OWN PERCENTAGE, MUCH OVER 50%

ARIZONA CITIZENS WOULD APPRECIATE IF YOU WOULD POLITELY INVITE A REPRESENTATIVE OF THE FCC TO APPEAR AND PUT THEIR MOUTH WHERE THEIR MONEY IS. FIND OUT FROM OUR

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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REPRESENTATIVES IN CONGRESS WHAT CAN BE DONE ABOUT THE BIGGEST SCAM IN YOUR CONTROLLED SERVICE INDUSTRY. At the time of the TAX, Clinton's friend was appointed to head the FCC with a salary more than the President, at that time.

The following is the repeat of an article sent to you a month ago and was published in the Opinions section of the Daily News Sun on 9/4/04. It was an answer to an article from a customer for an explanation of such a graft by the US Government.

The issue of a 60% +/- tax on such a thing as ordinary phone service for ordinary people is not an issue of the past as you suggest. It is obviously an issue of today and tomorrow when the money goes into some US Government group that doesn't have to visibly account for where the BILLIONS, yes, billions, of dollars are dispersed or kept. One cannot feel so rich and/or lucky to be indifferent on a real rip off. Just because inflation and reasonable taxation has changed the value of money so 9.9 cents a gallon is about the same value as \$1.50 we can force ourselves to accept the issues of today on today's base. I don't think there is a "they" term applicable for government as they are effectively us. However, in the issue presented, the FCC is not really accountable directly to the taxpayer, us, and should not have this golden egg in their control. Secondly, it is a Democrat Welfare Cradle that politicians are not entitled to. That is why I am again sending copies to my congressmen and to the President himself. Be serious in your own consideration of the exorbitant tax Mr. Gore arranged for his interests and still persist!!  
Paul Jorgenson

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\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

Comments noted sent to Docket for filing in Docket No. T-00000D-04-0582

\*End of Comments\*

Date Completed: 10/13/2004



**From:** Jorgie Jorgenson <jorgie6327.scwx@cox.net>  
**To:** <mailmaster@cc.state.az.us>  
**Date:** 10/13/2004 10:22:17 AM  
**Subject:** Tell FCC is Robbing People Blind not QWEST

Dear Arizona Corporation Commission:

Your news article in the Daily News Sun here in Sun City West asked for information on telephone billing charges for your investigations. You implied that there are probably Qwest or maybe other supplier billing irregularities. We did receive an unexpected increase of a couple dollars a month, about 2% of our total wire, wireless, long distance charges per month. You had an issue of a 3% increase for Qwest some time ago, I believe was not approved or was reduced. Yet at the same time the FCC increased the GORE TAX \$.50 per month, from 6.00 to 6.30 which is a 5% increase. You have no control and apparently no concern over the fact that Government taxes are about half of the amount that Qwest collects for themselves and forwards to the various governments, mostly to Washington D.C. and the FCC. Now the FCC has no responsibility to the public or Congress for disposition of the BILLIONS collected in almost a decade of UNREGULATED scraping the cream of the communications investments for every person and business in the country.

My current wire bill with Qwest is for the least expensive single line I can get at \$13.18. The Federal Access GORE Tax is 6.30 and the total; tax on just the wire service is \$9.56. FIGURE OUT YOUR OWN PERCENTAGE, MUCH OVER 50%

ARIZONA CITIZENS WOULD APPRECIATE IF YOU WOULD POLITELY INVITE A REPRESENTATIVE OF THE FCC TO APPEAR AND PUT THEIR MOUTH WHERE THEIR MONEY IS. FIND OUT FROM OUR REPRESENTATIVES IN CONGRESS WHAT CAN BE DONE ABOUT THE BIGGEST SCAM IN YOUR CONTROLLED SERVICE INDUSTRY. At the time of the TAX, Clinton's friend was appointed to head the FCC with a salary more than the President, at that time.

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The issue of a 60% +/- tax on such a thing as ordinary phone service for ordinary people is not an issue of the past as you suggest. It is obviously an issue of today and tomorrow when the money goes into some US Government group that doesn't have to visibly account for where the BILLIONS, yes, billions, of dollars are dispersed or kept. One cannot feel so rich and/or lucky to be indifferent on a real rip off. Just because inflation and reasonable taxation has changed the value of money so 9.9 cents a gallon is about the same value as \$1.50 we can force ourselves to accept the issues of today on today's base. I don't think

there is a "they" term applicable for government as they are effectively us. However, in the issue presented, the FCC is not really accountable directly to the taxpayer, us, and should not have this golden egg in their control. Secondly, it is a Democrat Welfare Cradle that politicians are not entitled to. That is why I am again sending copies to my congressmen and to the President himself. Be serious in your own consideration of the exorbitant tax Mr. Gore arranged for his interests and still persist.!!  
Paul Jorgenson

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**CC:** USPres <president@whitehouse.gov>, "UsRep.RickRenzi" <rick.renzi@mail.house.gov>, UsRepJeffFlake <jeff.flake@mail.house.gov>, UsRepTrent Franks <congress@trentfranks.com>, "UsSenJ.McCain" <john\_mccain@mccain.senate.gov>, USVicePres <vice.president@whitehouse.gov>, UtQwestResServ <service@qwest.com>

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## ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

2004 NOV 21 A 10:10

Investigator: Brad MortonPhone: (602) 542-0836Fax: (602) 542-2129AZ CORP COMM Priority: Respond Within Five Days  
DOCUMENT CONTROLComplaint No. 2004 - 38957Date: 10/7/2004Complaint Description: 09A Rates/Tariffs - Interpretation ofFirst:Last:Complaint By:

Marion

Shive

Account Name:

Marion Shive

Home: (623) 933-3765Street:

10319 West Mountain View Rd

Work: (000) 000-0000City:

Sun City

CBR:State:

AZ

Zip: 85351is:Utility Company:

Qwest Corporation

Division:

Telephone

Contact Name:

For Assignment

Contact Phone: (000) 000-0000Nature of Complaint:

Consumer upset because she does not use long distance and when she called Qwest to avoid the \$2.99 charge she was billed \$10.00 to remove it. She pays through Surepay but disputes the charge.

\*End of Complaint\*

Utilities' Response:

10/12/04

THE CUSTOMER ESTABLISHED QWEST LONG DISTANCE ON A WINBACK DATED 05/24/04. THE LONG DISTANCE CARRIER SELECTION HAS BEEN CHANGED TO NONE AS OF 09/13/04. THE CUSTOMER WAS BILLED A CARRIER CHANGE CHARGE ON HER SEPT. 19TH BILL. I HAVE POSTED A CREDIT TO COVER THE CHARGES AS A COURTESY. PLEASE CHANGE THIS TO AN INQUIRY AS IT IS NON JURISDICTIONAL.

I HAVE ALSO PROVIDED SOME ADDITIONAL INFORMATION ABOUT THE CHARGE. CLOSE THANKS SHARON BISHOP

We are providing this information as a courtesy as Qwest Choice Long Distance is a de-tariffed item in the state and falls under the FCC category.

Qwest sent out notification to our long distance customers the week of 09/09/04 regarding the charging of the \$2.99 fee for the Qwest Choice Long Distance service. This will be charged monthly. According to the letters that were mailed to our customers, "Qwest is implementing this fee in an effort to deliver the best value and remain competitive. This increase reflects the cost of providing long-distance service as well as market conditions that we continue to monitor to ensure we bring you the best solutions for your needs at the best possible price".

Along with this implementing of a monthly fee, Qwest has lowered the maximum amount paid each month from \$25 to \$20 for unlimited long distance calling. Customers will not be billed above \$20 no matter how many long distance calls they make, the \$2.99 fee goes toward the \$20 cap each month. Customers that make from 0 to \$17.01 in long distance each month will have the fee added. The calls will be billed at \$.05 per

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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minute. Customers that make \$17.01 and over will have the fee added and their long distance cap out at \$20.00 per month.

Customers who chose to change to no long distance carrier or another long distance carrier will be billed according to the state charge, \$10 for Arizona and \$7.35 for Utah. This is an FCC approved charge and covers the cost of changing long distance carriers. Qwest absorbed this cost when customers changed to Qwest Choice Long Distance. This charge has been an established charge since January 1, 1984. Customers can check with their new carriers, should they decide to change from Qwest Long Distance, to see if they will reimburse them for the charge

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\*End of Response\*

### Investigator's Comments and Disposition:

10/12/04

Closed and docketed under T-00000D-04-0582.

\*End of Comments\*

Date Completed: 10/12/2004

Complaint No. 2004 - 38957

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Substantiated

Notes:

RECEIVED ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

2004 NOV 24 A 10: 50

Investigator: Brad Morton

Phone: (602) 542-0836

Fax: (602) 542-2129

AZ CORP COMMISSION  
DOCUMENT CONTROL  
Priority: Respond Within Five Days

Opinion No. 2004 - 38815

Date: 10/5/2004

Complaint Description: 19E Other - Non-Jurisdictional

First:

Last:

Complaint By:

William A.

Rishko

Account Name:

William A. Rishko

Home: (623) 546-8092

Street:

12515 West Skylark Drive

Work: (000) 000-0000

City:

Sun City West

CBR:

State:

AZ

Zip: 85375

is:

Utility Company:

Qwest Corporation

Division:

Telephone

Contact Name:

For Assignment

Contact Phone: (000) 000-0000

Nature of Complaint:

Consumer complaining that he switched to Qwest long distance in April 2004 because of the rate of \$.5 per minute with no monthly fee. Now consumer being advised this plan is being terminated effective October 1, 2004. Please advise of circumstances of this rate change.

\*End of Complaint\*

Utilities' Response:

10/11/04

BRAD, QWEST NOTIFIED IT'S LONG DISTANCE CUSTOMERS THAT AS OF OCT. 1ST WE WOULD START BILLING A MONTHLY RATE. QWEST RECORDS SHOW THAT AS OF 09/30/04 MR. RISHKO CHANGED TO THE 15 CENT A MINUTE PLAN THAT HAS A \$.99 MONTHLY FEE. PLEASE CHANGE THIS TO AN INQUIRY, I HAVE PROVIDED ADDITIONAL INFORMATION. CLOSE THANKS SHARON BISHOP

We are providing this information as a courtesy as Qwest Choice Long Distance is a de-tariffed item in the state and falls under the FCC category.

Qwest sent out notification to our long distance customers the week of 09/09/04 regarding the charging of the \$2.99 fee for the Qwest Choice Long Distance service. This will be charged monthly. According to the letters that were mailed to our customers, "Qwest is implementing this fee in an effort to deliver the best value and remain competitive. This increase reflects the cost of providing long-distance service as well as market conditions that we continue to monitor to ensure we bring you the best solutions for your needs at the best possible price".

Along with this implementing of a monthly fee, Qwest has lowered the maximum amount paid each month from \$25 to \$20 for unlimited long distance calling. Customers will not be billed above \$20 no matter how many long distance calls they make, the \$2.99 fee goes toward the \$20 cap each month. Customers that make from 0 to \$17.01 in long distance each month will have the fee added. The calls will be billed at \$.05 per minute. Customers that make \$17.01 and over will have the fee added and their long distance cap out at \$20.00 per month.

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Customers who chose to change to no long distance carrier or another long distance carrier will be billed according to the state charge, \$10 for Arizona and \$7.35 for Utah. This is an FCC approved charge and covers the cost of changing long distance carriers. Qwest absorbed this cost when customers changed to Qwest Choice Long Distance. This charge has been an established charge since January 1, 1984. Customers can check with their new carriers, should they decide to change from Qwest Long Distance, to see if they will reimburse them for the charge

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\*End of Response\*

**Investigator's Comments and Disposition:**

Closed with utility response, Docketed under T-00000D-04-0582. Substantiated.

\*End of Comments\*

**Date Completed:** 10/12/2004

**Opinion No.** 2004 - 38815

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OCT 04 2004

AZ Corporation Commission  
Director Of Utilities

September 28, 2004  
12515 W. Skylark Dr.  
Sun City West, Az. 85375  
(623) 546-8092

Complaint Dept.  
Arizona Corporation Commission  
Phoenix, Az.

SUBJECT: QUEST COMPLAINT

"IF SOMETHING IS TOO GOOD TO BE TRUE, IT PROBABLY ISN'T."

"I HAVE BEEN SCAMMED BY QWEST."

"BAIT AND SWITCH BY BIG BUSINESS."

"FALSE ADVERTISING."

Dear ACC Members,

In about April, I switched from AT&T to Qwest long-distance to take advantage of a "too good to be true" 5c per minute plan because there was no monthly fee. Now, per Qwest, said plan is terminated effective October 1, 2004.

To a mere customer such as me, I feel I have been scammed by a classic "Bait and Switch" scheme. I am completely disappointed and disgusted by said Qwest actions.

In the past, a customers could believe, rely upon and trust the public utility with which they dealt. It is obvious that is no longer the case. What a sad set of conditions.

While I feel the ACC will probably do nothing about such Qwest actions, I feel Qwest is guilty of no less than "False Advertising" and should be appropriately investigated.

Yours truly,



William A. Rishko

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

**Investigator:** Brad Morton**Phone:** (602) 542-0836**Fax:** (602) 542-2129**Priority:** Respond Within Five Days**Complaint No.** 2004 - 38890**Date:** 10/6/2004**Complaint Description:** 09A Rates/Tariffs - Interpretation of**First:****Last:****Complaint By:** Jane F.

Kalbacher

**Account Name:** Jane F. Kalbacher**Home:** (480) 807-3348**Street:** 4952 East Dartmouth**Work:** (000) 000-0000**City:** Mesa**CBR:****State:** AZ Zip: 85205**is:****Utility Company:** Qwest Corporation**Division:** Telephone**Contact Name:** For Assignment**Contact Phone:** (000) 000-0000**Nature of Complaint:**

Consumer disputing \$2.99 charge for her long distance service which was not quoted when she signed up.  
 \*End of Complaint\*

**Utilities' Response:**

10/06

We are providing this information as a courtesy as Qwest Choice Long Distance is a de-tariffed item in the state and falls under the FCC category.

Qwest sent out notification to our long distance customers regarding the charging of the \$2.99 fee for the Qwest Choice Long Distance service. This will be charged monthly. According to the letters that were mailed to our customers, "Qwest is implementing this fee in an effort to deliver the best value and remain competitive. This

increase reflects the cost of providing long-distance service as well as market conditions that we continue to monitor to ensure we bring you the best solutions for your needs at the best possible price".

Along with the implementing of a monthly fee, Qwest has lowered the maximum amount paid each month from \$25 to \$20 for unlimited long distance calling. Customers will not be billed above \$20 no matter how many long distance calls they make. Also The \$2.99 fee goes toward the \$20 cap each month. Customers that make from 0 to \$17.01 in long distance each month will have the fee added. The calls will be billed at \$.05 per minute. Customers that make \$17.01 and over will have the fee added and their long distance cap out at \$20.00 per month.

Should the customer choose to change their carrier, we will adjust the Pic change charge as a courtesy, but feel QLD is still one of the best values in town.

Closed Mary

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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\*End of Response\*

Investigator's Comments and Disposition:

10/7/04

Closed with utility response. Docket under T-00000D-04-0582.

\*End of Comments\*

Date Completed: 10/7/2004

Complaint No. 2004 - 38890

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Substantiated

Notes: