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COMMISSION FORMAL COMPLAINT
INT FORM

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AZ CORP COMMISSION
DOCUMENT CONTROL

COMPLAINTANT	COMPLAINT NUMBER	DATE
Arnold & Tamara Fatheree		6-27-02

ADDRESS	PHONE (~~HOME~~) CELL
7175 E. Stardust Lane Prescott Valley 86314	(928 713-8710

NAME OF RESPONSIBLE PARTY	PHONE (WORK)

NAME OF UTILITY	ACCOUNT NUMBER
Qwest	

GROUNDS FOR COMPLAINT: (COMPLETE STATEMENT OF THE GROUNDS FOR COMPLAINT. INDICATING DATE(S) OF COMMISSION/ OMISSION OR ACTS OR ISSUES COMPLAINED OF.) (USE ADDITIONAL PAGE IF NECESSARY.)

T-01051B-02-0513

We moved here in May 2001. When we called to inquire about phone service they told us our address was a hit on their computer. They would be out June 4th 2001 to hook us up # (520-759-7297). They left us a note on the door saying we were out of service area and they didn't know when or if they would service our area. A few months went by and a collection person called me telling me I owed them Aprox. $300.00. I asked them what it was for because we always pay our bills and if we don't I know what it is. She said we have a bill with Qwest. I told them I never had service with them because I can't get service with them because they told me I was out of service area. She gave me a number to call. So I called that # for a Qwest (CSR) She told me I didn't have service because I don't pay my bill, I went through Aprox 15 different people over 3 months →

NATURE OF RELIEF SOUGHT: (USE ADDITIONAL PAGE IF NECESSARY.)

I would like to be able to talk on the phone and not have to stand in one spot because I might loose a signal, or have to ask, can you hear me, every time I turn around, To be able to call 911 and get through with all the information and the call to not be lost. I want to get on the internet so my 5 year old can see what its all about and start learning on the computers and get e-mail. I don't want to charge my batterie all the time or to have to tell my daughter sorry we don't have

SIGNATURE OF COMPLAINANT OR ATTORNEY

Tamara C. Fatheree Arnold C. Fatheree

ARIZONA CORPORATION COMMISSION
FORMAL COMPLAINT FORM

GROUNDS FOR COMPLAINT : (CONTINUED)

and every one except the last one could not figure out, when I told them, that, Qwest told me I was out of service area and don't even have phone lines to my house how could I have a bill. They kept telling me I dont have service because I didn't pay my bill. I even told them If they came out to my house and fixed the line I don't have I would be glad to pay the bill I shouldn't have. They wanted me to pay the bill first. After all this argueing and all my cell phone minutes and all the time I had to waste with this. It came to my attention that people in my area are getting service and I want to know why I can't but I can get a bill for service I want but they won't give me. There are aprox 5 homes that are out of service area that are getting service, that is, that I know of, how many more are there that I don't. I think I should have the same opertunity they have to get a phone line. I want to know what makes them any more special then me. If qwest is going out of area that is where I am. I should have equal rights. They treated my family like deadbeats when they thought we weren't paying our bill now they won't give us service but other people can get service out of area. NOT FAIR!

NATURE OF RELIEF SOUGHT CONTINUED :

enough minutes on the phone, you can't call grandma, or your friends. Or when we have a bill issue we can afford to go through all the automated crap you have to dial just to get a human on the other end and hope you don't loose the call before you get the information you need. And when you get put on hold your not worried about how many minutes its going to cost you or if your batterie will hold out before you might loose the call, the constant worry of what will happen first. The relief we are looking for is piece of mind.

Arnold & Tamara Fatheree