ARIZ[illegible]ION NEW APPLICATION

FORMAL COMPLAINT FOR [illegible]RM

0000059703

COMPLAINTANT	COMPLAINT NUMBER	DATE
Troy & Tracy Denton		7-1-02
ADDRESS: 7225 E. Esteem Wy / PO Box 26343 AZ 86312		PHONE (HOME): (928) 710-4567
NAME OF RESPONSIBLE PARTY		PHONE (WORK): ( )
NAME OF UTILITY: Quest	ORIGINAL	ACCOUNT NUMBER: T-01051B-02-0535

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.)

WE HAVE BEEN REFUSED TELEPHONE SERVICE ON THE GROUNDS THAT WE ARE "OUT OF TERRITORY" THREE (3) OTHER HOMES IN THE SAME AREA (T15N R1W, SEC 11) HAVE PHONE SERVICE AND JUST RECENTLY WITHIN THE LAST 60 DAYS A FOURTH HOME IN THE SAME SECTION WAS GIVIN SERVICE.

IN AUGUST OF 2000 I SPOKE TO A MAN NAMED JASON, AT "US WEST" CUSTOMER SERVICE, HE SPOKE WITH AN ENGINEER AND ADVISED ME THAT I COULD TRENCH FROM MY HOUSE TO THE PHONE BOX, LAY CABLE, THEN THEY COULD GIVE US SERVICE, WE RENTED THE TRENCHER BURRIED THE LINE AND STILL WERE REFUSED SERVICE. IT APPEARS THAT QUEST CAN PICK AND (CONT)

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

TO RECEIVE PHONE SERVICE TO MY HOME.

SIGNATURE OF COMPLAINANT OR ATTORNEY: Troy Denton

ARIZONA CORPORATION COMMISSION

FORMAL COMPLAINT FORM

GROUNDS FOR COMPLAINT : (CONTINUED)

CHOOSE WHO GETS SERVICE. THIS IS ESPECIALLY FRUSTRATING SENCE RAY HERNANDEZ WAS JUST GIVEN SERVICE UNDER THE EXACT SAME INSTRUCTION. HE TRENCHED TO A 4X4 POST AND NOW HAS A PHONE.

WE LOST A $40,000 A YEAR JOB DUE TO THIS DISCRIMINATION. I NEEDED A PHONE AND/OR FAX LINE TO DO MY JOB. I EXPLAINED THIS TO EVERYONE AT QUEST.

IF QUEST HAS SPECIFIC GUIDELINES FOR SERVICING "OPEN TERRITORY" HOMES THEY SHOULD BE REQUIRED TO PUBLISH THEM.