

Docket No T-02428A-0



0000068709

ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Joan Ruf **Phone:** (602) 542-0847 **Fax:** (602) 542-2129
Priority: Respond Within Five Days

Opinion No. 2003 - 30682 **Date:** 11/20/2003

Complaint Description: 08A Rate Case Items - Opposed/In Favor

Complaint By: **First:** Ely **Last:** Fraze
Account Name: J. Kirk Gray, P.C. **Home:** (928) 428-0800
Street: 1200 West Thatcher Blvd. **Work:** (928) 428-0801
City: Safford **CBR:**
State: AZ **Zip:** 85546 **is:**

Utility Company: AT&T Communications of the Mountain St

Division: Telephone
Contact Name: xx **Contact Phone:** xx

Nature of Complaint:

Fax (copy attached to file) received November 20, 2003. Complaint form reads "This company has offered local services in our area less than a year and they are already wanting to raise our rates. This was not in the contract we signed.

Utilities' Response:

N/A

Investigator's Comments and Disposition:

On 11/20/03 a.m, Staff c/Ms. Bodine and advised fax received and comments will be placed in the official docket case once the application is received and a docket no. has been assigned to the application.

Date Completed: 11/20/2003

Opinion No. 2003 - 30682

Arizona Corporation Commission
DOCKETED

NOV 26 2003

DOCKETED BY

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2003 NOV 26 A 10:39
AZ CORP COMMISSION
BOARD/REG CONTROL

Arizona Corporation Commission Consumer Inquiry and/or Complaint Form

*This form may be completed electronically, printed and mailed to:
Arizona Corporation Commission, Consumer Services Section, 1200 W. Washington St.
Phoenix, Arizona 85007; or
You may save the completed form and e-mail it as an attachment to:
mailmaster@cc.state.az.us*

Step 1

Before submitting a complaint to the ACC please visit this [link](#) to determine if the Commission regulates this service. If the company is regulated, please contact the company first. If you have already contacted your utility and are not satisfied with its response, please fill out this form and return the address above.

Step 2

YOUR NAME <i>Ely FRAZE</i>	DATE 11/20/03
ADDRESS 1200 W. Thatcher Blvd.	PHONE (HOME) (928) 428-0800
NAME THAT APPEARS ON THE BILL J. Kirk Gray, P. C.	ALTERNATE PHONE (DAYTIME) (928) 428-0801
NAME OF THE UTILITY COMPANY AT&T	ACCOUNT NUMBER 030-289-2644-001
E-MAIL ADDRESS graycpa@eaznet.com	CHECK HERE TO CONFIRM THAT YOU HAVE ALREADY CONTACTED THE UTILITY (SEE STEP 1) <input checked="" type="checkbox"/>

Step 3

PLEASE SUMMARIZE YOUR COMPLAINT OR INQUIRY: This company has offered local services in our area less than a year and they are already wanting to raise our rates. This was not in the contract we signed.
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Step 4

Please include copies of any documentation, such as bills, that our office would need to provide a response.

Docket No T-02 428-A-03-0877

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Joan Ruf **Phone:** (602) 542-0847 **Fax:** (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2003 - 30681 **Date:** 11/20/2003

Complaint Description: 08A Rate Case Items - Opposed/In Favor

Complaint By: **First:** **Last:**
Kirk Gray

Account Name: J. Kirk Gray, P.C. **Home** (928) 428-0800

Street: 1200 West Thatcher Blvd. **Work:** (928) 428-0801

City: Safford **CBR:**

State: AZ **Zip:** 85546 **is:**

Utility Company: AT&T Communications of the Mountain St

Division: Telephone

Contact Name: xx **Contact Phone:** xx

Nature of Complaint:

Fax (copy attached to file) received November 20, 2003. Complaint form reads "This company has offered local services in our area less than a year and they are already wanting to raise our rates. This was not in the contract we signed".

Utilities' Response:

N/A

Investigator's Comments and Disposition:

On 11/20/2003 a.m., Staff c/Ms. Bodine and advised fax received and comments will be placed in the official docket case once the application is received and a docket no. has been assigned to the application.

Date Completed: 11/20/2003

Opinion No. 2003 - 30681

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Step 2

YOUR NAME Kirk Gray	DATE 11/20/03
ADDRESS 1200 W. Thatcher Blvd.	PHONE (HOME) (928) 428-0800
NAME THAT APPEARS ON THE BILL J. Kirk Gray, P. C.	ALTERNATE PHONE (DAYTIME) (928) 428-0801
NAME OF THE UTILITY COMPANY AT&T	ACCOUNT NUMBER 030-289-2644-001
E-MAIL ADDRESS graycpa@eaznet.com	CHECK HERE TO CONFIRM THAT YOU HAVE ALREADY CONTACTED THE UTILITY (SEE STEP 1) <input checked="" type="checkbox"/>

Step 3

PLEASE SUMMARIZE YOUR COMPLAINT OR INQUIRY:

This company has offered local services in our area less than a year and they are already wanting to raise our rates. This was not in the contract we signed.

Step 4

Please include copies of any documentation, such as bills, that our office would need to provide a response.

J. Kirk Gray, P.C.

Certified Public Accountant

MEMBER: American Institute of Certified Public Accountants- Arizona Society of Certified Public Accountants

1200 W. Thatcher Blvd.
Phone (928) 428-0800

Fax: (928) 428-0802

Safford, AZ 85546
Toll Free: 1-877-428-0802

FACSIMILE TRANSMISSION COVER SHEET

These documents are being transmitted from

J. KIRK GRAY, P.C.



Fax Number: 602-542-2129 Date: 11/20/03

To: Joan

Company: ACC

From: Sheila

Contents: Consumer complaint letters

Number of sheets including this cover page: 63

Misc notes: _____

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J. Kirk Gray, P.C.
1200 West Thatcher Boulevard
Safford, AZ 85546

If you do not receive all pages, please contact our office at (928) 428-0800

Docket No T-02428-A-03-0847

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Joan Ruf

Phone: (602) 542-0847

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2003 - 30680

Date: 11/20/2003

Complaint Description: 08A Rate Case Items - Opposed/In Favor

Complaint By: **First:** Jill **Last:** LaBeau

Account Name: J. Kirk Gray, P.C.

Home: (928) 428-0800

Street: 1200 West Thatcher Blvd

Work: (928) 428-0801

City: Safford

CBR:

State: AZ **Zip:** 85546

is:

Utility Company: AT&T Communications of the Mountain St

Division: Telephone

Contact Name: xx

Contact Phone: xx

Nature of Complaint:

Fax (copy attached to file) received on November 20, 2003. Compliat form reads "This company has offered local services in our area less than a year and they are already wanting to raise our rates. This was not in the contract we signed".

Utilities' Response:

N/A

Investigator's Comments and Disposition:

On 11/20/03 a.m, Staff c/Ms. Bodine and advised fax received and comments will be placed in the official docket case once the application is received and a docket no. has been assigned to the application.

Date Completed: 11/20/2003

Opinion No. 2003 - 30680

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Step 2

YOUR NAME <i>Jill LaBeau</i>	DATE 11/20/03
ADDRESS 1200 W. Thatcher Blvd.	PHONE (HOME) (928) 428-0800
NAME THAT APPEARS ON THE BILL J. Kirk Gray, P. C.	ALTERNATE PHONE (DAYTIME) (928) 428-0801
NAME OF THE UTILITY COMPANY AT&T	ACCOUNT NUMBER 030-289-2644-001
E-MAIL ADDRESS graycpa@eaznet.com	CHECK HERE TO CONFIRM THAT YOU HAVE ALREADY CONTACTED THE UTILITY (SEE STEP 1) <input checked="" type="checkbox"/>

Step 3

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Step 4

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Packet No T-0242 & A-03-0847

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Joan Ruf **Phone:** (602) 542-0847 **Fax:** (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2003 - 30670 **Date:** 11/20/2003

Complaint Description: 08A Rate Case Items - Opposed/In Favor

Complaint By: **First:** Brandi **Last:** Herbett
Account Name: J. Kirk Gray, P.C. **Home:** (928) 428-0800
Street: 1200 West Thatcher Blvd **Work:** (928) 428-0801
City: Safford **CBR:**
State: AZ **Zip:** 85546 **is:**

Utility Company: AT&T Communications of the Mountain St

Division: Telephone

Contact Name: xx **Contact Phone:** xx

Nature of Complaint:

Fax (copy attached to file) received November 20, 2003. Complaint form reads "This company has offered local services in our area less than a year and they are already wanting to raise our rates. This was not in the contract we signed".

Utilities' Response:

N/A

Investigator's Comments and Disposition:

On 11/20/03 a.m. Staff c/ Ms. Bodine and advised fax received and comments will be placed in the official docket case once the application is received and a docket no. has been assigned to the application.

Date Completed: 11/20/2003

Opinion No. 2003 - 30670

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Step 2

YOUR NAME <i>Brandi Herbert</i>	DATE 11/20/03
ADDRESS 1200 W. Thatcher Blvd.	PHONE (HOME) (928) 428-0800
NAME THAT APPEARS ON THE BILL J. Kirk Gray, P. C.	ALTERNATE PHONE (DAYTIME) (928) 428-0801
NAME OF THE UTILITY COMPANY AT&T	ACCOUNT NUMBER 030-289-2644-001
E-MAIL ADDRESS graycpa@eaznet.com	CHECK HERE TO CONFIRM THAT YOU HAVE ALREADY CONTACTED THE UTILITY (SEE STEP 1) <input checked="" type="checkbox"/>

Step 3

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This company has offered local services in our area less than a year and they are already wanting to raise our rates. This was not in the contract we signed.

Step 4

Please include copies of any documentation, such as bills, that our office would need to provide a response.

Packet No T-02428A-03-0847

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Joan Ruf **Phone:** (602) 542-0847 **Fax:** (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2003 - 30669 **Date:** 11/20/2003

Complaint Description: 08A Rate Case Items - Opposed/In Favor

Complaint By: **First:** Cathy **Last:** Gray

Account Name: J. Kirk Gray, P.C. **Home** (928) 428-0800

Street: 1200 West Thatcher Blvd. **Work:** (928) 428-0801

City: Safford **CBR:**

State: AZ **Zip:** 85546 **is:**

Utility Company: AT&T Communications of the Mountain St

Division: Telephone

Contact Name: xx **Contact Phone:** xx

Nature of Complaint:

Fax (copy attached to file) received November 20, 2003. Complaint form reads "This company has offered local services in our area less than a year and they are already wanting to raise our rates. This was not in the contract we signed".

Utilities' Response:

N/A

Investigator's Comments and Disposition:

Staff c/Ms. Bodine on 11/20/03 a.m. and advised that fax received and comments will be placed on file.

Date Completed: 11/20/2003

Opinion No. 2003 - 30669

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Step 1

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Step 2

YOUR NAME <i>Cathy Gray</i>	DATE 11/20/03
ADDRESS 1200 W. Thatcher Blvd.	PHONE (HOME) (928) 428-0800
NAME THAT APPEARS ON THE BILL J. Kirk Gray, P. C.	ALTERNATE PHONE (DAYTIME) (928) 428-0801
NAME OF THE UTILITY COMPANY AT&T	ACCOUNT NUMBER 030-289-2644-001
E-MAIL ADDRESS graycpa@eaznet.com	CHECK HERE TO CONFIRM THAT YOU HAVE ALREADY CONTACTED THE UTILITY (SEE STEP 1) <input checked="" type="checkbox"/>

Step 3

PLEASE SUMMARIZE YOUR COMPLAINT OR INQUIRY: This company has offered local services in our area less than a year and they are already wanting to raise our rates. This was not in the contract we signed.
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J. Kirk Gray, P.C.

Certified Public Accountant

MEMBER: American Institute of Certified Public Accountants Arizona Society of Certified Public Accountants

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Phone (928) 428-0800

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Safford, AZ 85546
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FACSIMILE TRANSMISSION COVER SHEET

These documents are being transmitted from

J. KIRK GRAY, P.C.

Fax Number: 602-542-2129 Date: 11/20/03

To: Joan

Company: ACC

From: Sheila

Contents: Consumer complaint letters

Number of sheets including this cover page: 6

Misc notes: _____

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Safford, AZ 85546

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Docket No T-0242 8A-03-0847

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Joan Ruf **Phone:** (602) 542-0847 **Fax:** (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2003 - 30629 **Date:** 11/19/2003

Complaint Description: 08A Rate Case Items - Opposed/In Favor

Complaint By: **First:** Sheila **Last:** Bodine

Account Name: Sheila Bodine **Home** (928) 428-0800

Street: 1200 West Thatcher Blvd **Work:** (000) 000-0000

City: Safford **CBR:**

State: AZ **Zip:** 85546 **is:**

Utility Company: AT&T Communications of the Mountain St

Division: Telephone

Contact Name: xx **Contact Phone:** xx

Nature of Complaint:

Sheila received notification from AT&T advising that they are requesting a rate increase for the hunting feature and the application is pending before the ACC. Comments that she is very opposed to the increase in the hunting feature and request the ACC deny the increase in rates.

Utilities' Response:

N/A

Investigator's Comments and Disposition:

Staff advised that comments will be documented and placed in the official docket file. NOTE E-MAIL sent to CSS-Since I could not locate a Docket No. for the above filing, I spoke with Marta Kalleberg on this issue. Marta indicates that AT&T sent the notice to their customers advising of the filing, however, AT&T have not filed the applications with the Commission as of November 19, 2003. Marta will provide me with the updated information once the filing is made and a Docket is assigned to the file.

I received one opinion so far and based on my conversation with this customer, it is my understanding that we will be receiving more opinions against AT&T opposing the increase. Please take the opinion and provide me a copy of the file and once I receive the Docket No from Marta, I will place the opinions in the official Docket. Thanks

UPDATE: On 11/20/03 at 10:43 a.m, Staff c/c and advised that the ACC received the 6 opinions protesting the increase in rates.

Date Completed: 11/19/2003

Opinion No. 2003 - 30629