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ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

John M. Duffy  
Manager - Policy and Law

Arizona Corporation Commission

DOCKETED

July 3, 2002

JUL - 3 2002

RT00000J020066

Mr. Melvin H. Clingan  
P.O. Box 5106  
Carefree, Arizona 85377

DOCKETED BY *CAJ*

Dear Mr. Clingan,

I received a copy of letter directed to Commissioner Spitzer of the Arizona Corporation Commission, dated May 20, 2002. We investigated the concerns that you expressed in that letter in light of the policy and practices that Qwest has adopted to protect its customers' privacy.

Your second residential line, which you refer to as a "Silent Line" in your letter, does not have any listing associated with the telephone number. Because that telephone number is billed with your first residential line, the second number does not appear anywhere in the phone book or directory assistance. As a result, Qwest would not have provided that information to directory publishers or directory assistance providers (businesses that have a right to certain customer name, address, and telephone number information). Nor would Qwest have provided such information to a telemarketing firm acting on its behalf.

You claim that Qwest has been selling blocks of telephone numbers assigned to customers to telemarketing firms. This is not the case. Perhaps what is happening is that you were called by a telemarketer that uses an "auto-dialer". Telemarketing firms often utilize systems that dial all possible number combinations until a call is answered. Once that call is answered, the call is instantly directed to a live marketer or, if no operator is available, the line is disconnected. In the alternative, another business entity with which you had contact may have secured your second number and passed it on to other companies.

You also seem to believe that there is a charge associated with a listing for your "Silent Line". This is incorrect. Qwest does not charge you any additional amount to maintain a listing for that line. The service is free because the Silent Line is connected to the same account as your published primary line. If you would like us to review your charges with you or discuss any further concerns, please call us.

Very truly yours,

cc: Marc Spitzer, Commissioner Arizona Corporation Commission  
Docket Control