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Tucson, Arizona 85704-5935
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May 23, 2002

AZ CORP COMMISSION
DOCUMENT CONTROL

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Arizona Corporation Commission
400 W Congress
Tucson, Arizona 85701

ACC:

Re: Complaint against Quest

I do not believe that Quest in Arizona gives much priority to meeting the needs of its "captive" customers. If I had a choice, I would not be a local Quest customer. If the ACC goes along with the Quest long distance request, I will not be a Quest LD customer.

Here is my first-hand complaint. On April 19, 2002, after going through a number of choices on the Quest automatic menus, I finally talked to a human being. I reported that on April 18, our home phone service (520-888-0427) went out. After a series of phone inquiries via the automated-menus as to the status of our home phone repair, I found another human Quest employee. Four weeks later, May 17, our home line was replaced and we had home phone service. This was basically a month without phone service (of course, the bill arrived on time).

Despite our requests, no temporary line from the street to our home was patched in. Repair dates were given but never met. Fortunately my business line (520-293-8661) to our home at 5715 N. Genematas Dr., 85704, was operative and I was able after one week to get call forwarding.

My complaint with Quest is that there are not enough people available to meet customer needs. The last thing they need is to expand their services into Arizona long distance.

Thank you.

Sincerely,

Daniel R. Boone, Ph.D.

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AZ CORP. COMM.
TUCSON, AZ

Speech-Language Pathologist
ASHA: CCC-S; Fellow; Honors

Diagnostic & Therapy Services for
Speech, Language & Voice Disorders