



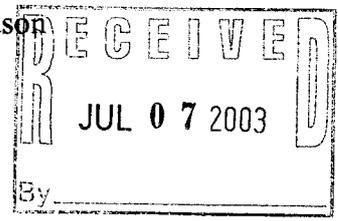
Jt 0000111651

ORIGINAL

Chairman Marc Spitzer
Commissioner William Mundell

Commissioner Jim Irvin
Commissioner Jeff Hatch-Miller
Commissioner Mike Gleason

Arizona Corporation Commission
1200 W. Washington St.
Phoenix, AZ 85007



RE: Qwest's entry into the interstate long distance market

There has been a fair amount of press lately about this issue, and I decided to share my view on the subject. I was working for Mountain Bell at the time of the Divestiture of the Bell System in 1981. I retired from U S West in 1998 so was still around when the Telecommunications Act of 1996 was passed to further competition in the local telephone market.

Things have certainly changed since I first hired on back in 1968, some for the good, and some not so good. Regardless, we must move forward. It has become pretty clear that Qwest has some hefty competition in local service. Between Cox Communications and all the wireless carriers, it is amazing the options that subscribers have today. So, where are we on this issue of long distance?

As I understand it, Section 271 of the Telecommunication Act of 1996 is a tool that can and has been used to determine whether Qwest has taken all the necessary steps to open its network and enable a competitor to provide local service in Arizona. I have read your staff's recommendations dated May 2, 2002 that the Commission "conditionally approve Section 271 relief for Qwest as it relates to the public interest."

It is my understanding that approval was not far distant at that point until it became evident that Qwest's infamous previous management became suspect of some shady deals relative to this subject. At that point, all was put on hold, and not long after Qwest's Board of Directors finally took the steps that employees, retirees, and shareholders had been hoping for. They fired Joe Nacchio whose leadership style and business ethics inspired such behavior. Since then, Dick Notebaert and his team have been working to right the ship.

As I see it, the facts are: 1) Qwest has met the requirements set down in Section 271. 2) Joe and his henchmen are gone with their millions in salaries, bonuses and exercised stock options. 3) Qwest now has quality leadership operating in a transparent environment--much to the relief of shareholders, employees and retirees. 4) There is a new focus on Service rather than merely the bottom line for which we all can be grateful.

Approval of this filing will not only benefit the ratepayers in Arizona, but also Qwest's shareholders, employees, and retirees. Thank you for your consideration.

Sincerely,

Susan E. Olson

Susan E. Olson
7245 N. 23 Dr.
Phoenix, AZ 85021-7613

Arizona Corporation Commission
DOCKETED

JUL 08 2003

DOCKETED BY *CKT*

AZ CORPORATION COMMISSION
DOCUMENT CONTROL

2003 JUL 8 P 1:32

RECEIVED