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Sterling International
3641 N. 39th Avenue
Phoenix, Arizona 85004

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AZ CORP COMMISSION
DOCKET CONTROL

September 13, 2010

Qwest Corporation
Attention: Norman G. Curtright
20 East Thomas Road – 16th Floor
Phoenix, Arizona 85012

Re: ACC Docket No. T-01051B-10-0200 - Glendale & 27th Investments, LLC / George Bien- Willner

Dear Mr. Curtright :

Enclosed is a letter addressed to Mr. Mueller, Chairman, Qwest dated January 27, 2010 which is self explanatory, and embodies the essence of the formal complaint which Qwest has refused to address and has refused previously to participate in the "informal" complaint hearing process before the Arizona Corporation Commission in accordance with Administrative Procedure Act R14-2-510.

In response to your letter dated September 9, 2010 :

- Q.1. General Manager, John J. Miranda
- Q.2. Not relevant to improper billing issue.
- Q.3. Testimony at hearing under oath shall suffice
- Q.4. Change of Hotel ownership, and Telephone billing changes were provided to Qwest and affiliation with Howard Johnson was terminated and Hotel was re-branded
- Q.5. Not relevant to improper billing issue
- Q.6. Qwest telephone courtesy listing only

Arizona Corporation Commission

DOCKETED

SEP 15 2010

DOCKETED BY	
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Sincerely,

John J. Miranda, Asset Manager
Sterling International

CC: GBW/Qwest File/Glendale&27th Investments, LLC,
Arizona Corporation Commission

**Sterling International
3641 N. 39th Avenue
Phoenix, Arizona 85004**

January 27, 2010

**Mr. Edward A. Mueller, Chairman
Qwest Executive Offices
1801 California Street
Denver, Colorado 80202**

(Sent via Facsimile # 303-965-3464)

Re: Account # 602-275-4990-00160 / Glendale & 27th Investments

Dear Mr. Mueller,

Please be informed the Qwest account referenced herein above has been billed inadvertently for an incoming 800 telephone line for nearly (6) years which was terminated upon the acquisition of the former Howard Johnson Hotel on February 11, 2004, at which time the business entity was re-branded as the Sterling International Hotel by Glendale & 27th Investments, LLC.

We have requested a full and complete refund for the entire (6) year billing period, however received a refund check in the amount of \$810.89 which represents only a fraction of the correct amount of the refund due. This partial unidentified refund check is without a defined explanation, is absolutely unfair and blatantly inappropriate under the circumstances.

Through this correspondence we are hereby requesting that you correct this egregious billing error, and authorize the immediate reimbursement of the entire remainder of the amount due for the entire billing period inclusive of a compounded interest rate of 10% to appropriately and fairly correct this serious Qwest billing discrepancy.

The Sterling International Hotel received no economic or service benefit from the inadvertent billing of an 800 toll free line in the name of the prior Howard Johnson entity which was terminated at the time of the transition of ownership and the renaming of the subject property.

Despite diligent efforts on many occasions we have been unsuccessful in deciphering your telephone billings and resolving this incorrect billing issue with Qwest Management, and absent your intervention we would be left with no alternative than to file a formal grievance complaint with the Arizona Corporation Commission to assist us in rectifying this matter.

Your assistance in resolving this Qwest billing discrepancy would be the more desirable avenue to a fair and equitable solution to this billing injustice. Please have your authorized representative contact our offices at 602-269-2626 to address this incorrect billing dilemma within (10) business days of receipt of this letter so that we may each avoid proceeding with time consuming regulatory agency recourse.

Sincerely,

John J. Miranda, Asset Manager
Sterling International

CC: Glendale & 27th Investments, LLC
George Bien- Willner
David Rubin, Esquire