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September 24, 2010

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

Sent via; Email to : norm.curtright@qwest.com

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

Dear Mr. Curtright :

Incorporated herein are data requests and relative questions from Glendale & 27th Investments, LLC pertaining to Qwest unauthorized services and Hotel billing discrepancy in the matters of ACC Docket No. T-01051B-10-0200.

Your prompt response to our request for this information is anticipated within the customary (10) day response period, in preparations for the October 7, 2010 hearing before the Arizona Corporation Commission's, Administrative Court.

- Q.1. How many Commercial customer billing disputes did Qwest receive for telephone services during the calendar year 2009 ?
- Q.2. How many Commercial customer complaints were submitted to the Arizona Corporation Commission by the customer for a third party resolution of the contested billing dispute ?
- Q.3. Why did Qwest refuse to participate in the "informal hearing" process under Arizona's authorized Legislative rules defining jurisdictions of the Arizona Corporation Commission and the Utilities Division administration?
- Q.4. Please provide copies of all logs, tapes, disc's, and all written & verbal communications, and recordings of all Qwest telephone business communications transacted in Qwest's billing department between Qwest management, employees, agents, and Qwest representatives with their individual names employed during the period of February 2004 – January 2005 when the incorrect disputed billings commenced.
- Q.5. How many "Class Action Suit's" has Qwest been sued for pertaining to unauthorized billings and customer service complaints during the calendar periods of February 2004 through January 2010 ?
- Q.6. Who was the Qwest account manager directly responsible for the Qwest services provided to Glendale & 27th Investments, LLC during 2004 and 2005 calendar years ?