

Docket No.'s T-01051B-10-0194
T-02811B-10-0194
T-04190A-10-0194
T-20443A-10-0194
T-03555A-10-0194
T-03902A-10-0194

ORIGINAL



0000119971

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM RECEIVED

Investigator: Guadalupe Ortiz Phone: 2010 NOV 12 P 3: 53 Fax: --

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2010 91012 Date: 11/9/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Kimball Equipment Company

Account Name: Kimball Equipment Company Home:

Street: Work:

City: CBR:

State: AZ Zip: is:

Utility Company: Qwest Corporation

Division: Telephone

Contact Name: Contact Phone:

Nature of Complaint:

CORRESPONDENCE RECEIVED:

RE: Docket No.'s T-01051B-10-0194
T-02811B-10-0194
T-04190A-10-0194
T-20443A-10-0194
T-03555A-10-0194
T-03902A-10-0194

Arizona Corporation Commission
DOCKETED
NOV 12 2010

October 26, 2010

Commissioners
Arizona Corporation Commission
1200 West Washington Street
Phoenix, AZ 85007

DOCKETED BY

Re: In the Matter of the Joint Notice and Application of Qwest Corporation, Qwest Communications Company, LLC, Qwest LD Corp., Embarq Communications, Inc., dba CenturyLink Communications, Embarq Payphone Services, Inc. dba CenturyLink, and CenturyTel Solutions, LLC, for approval of the Proposed Merger of their Parent Corporations, Qwest Communications International Inc., and CenturyTel, Inc.
Docket Nos. T-01051B-10-0194, T-0281 1B-10-0194, T-04190A-10-0194, T-20443A- 10-0194. T-03555A-10-0194, T-03902A-10-019

Dear Commissioners:

I am writing concerning the pending merger of Qwest and CenturyLink. Kimball Equipment Company have/has been an Integra Telecom customer since 2008 and are pleased with the consistent level of service we receive from Integra. It is critical to our business to have reliable telecommunications and Internet access services.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

There are two primary concerns regarding the merger.

First, Qwest has not invested sufficiently in its Arizona network. Although, we are a customer of Integra's we understand that Integra serves us in part over last-mile facilities it leases from Qwest. Qwest needs to invest more in its network to ensure that Arizona is not subject to outages and that its distribution plant is adequately maintained. A well-maintained state-of-the-art telecommunications infrastructure is critical for our business to remain competitive and attract new businesses to the state. If Qwest were to make significant network investments, businesses such as ours could have the same robust telecom service that Qwest customers in other states currently enjoy.

Second, it is our understanding that CenturyLink is the first rural carrier to acquire a regional Bell Operating Company, and that it has little experience serving major urban areas like Phoenix. We are concerned that the service of all residents and businesses in our state which rely on Qwest's network may be adversely affected by this merger. We urge you, in reviewing this merger, to ensure that service quality and local service competition are not harmed by this transaction. The merged company must have the appropriate incentives and operational resources to serve all its customers whether wholesale or retail at the same levels Qwest does today.

Our community and our businesses depend upon a common telecommunications infrastructure and we are counting on the FCC and the state commission to insist upon merger conditions that require Qwest and its successor to invest adequately in the Arizona network.

Sincerely

Tracie Cobos
Practice Administer

cc: FCC Commissioners Title:
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED
End of Comments

Date Completed: 11/9/2010

Opinion No. 2010 - 91012
