

T.03471A-10-0498

ORIGINAL



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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 97001

Date: 7/18/2011

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

Complaint By: First: Rod Last: Caramella

Account Name: Rod Caramella

Home: ~~XXXXXXXXXX~~

Street: ~~5440 E. 3rd Street~~

Work:

City: Tucson

CBR:

State: AZ Zip: 85711

is:

Utility Company: Cox Arizona Telcom , L.L.C. d/b/a Cox Communications

Division: Telephone

Contact Name: Julia Bogen

Contact Phone: ~~(623) 628-6204~~

Nature of Complaint:

7/14--customer called with concerns about a notice of an increase included in his latest bill. Is very much against any kind of increase.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

7/18 -- after receiving copy of said notice from customer via FAX and then a conversation with Armando Fimbres, it was determined that it's not an actual rate increase but a request to increase the maximum cap on many of their tariffs. There are no immediate plans for increase. Will call customer relating to him the above. And then will docket this in T-03471A-10-0498.

\*\*\*\*\*CLOSED\*\*\*\*\*

\*End of Comments\*

Date Completed: 7/18/2011

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ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

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