

T-03471A-10-0498

ORIGINAL



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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz Phone: 486-912-03 Fax:

Priority: Respond Within Five Days AZ CORP COMMISSION  
DOCKET CONTROL

Opinion No. 2011 - 97693 Date: 8/8/2011

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

Complaint By: Timothy Baron  
First: Timothy Last: Baron

Account Name: Timothy Baron

Street:

City: Phoenix

State: AZ Zip:

Home:

Work:

CBR:

is:

Arizona Corporation Commission  
**DOCKETED**

AUG 9 2011

DOCKETED BY

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

Division: Telephone

Contact Name: Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED - OPINION OPPOSED - OPINION OPPOSED\*\*\*\*\*

RE: Docket No. T-03471A-10-0498

Customer received a notice from Cox indicating that the Company is requesting an increase in rates to its local service tariff. Per customer, the notice states the rate increase is scheduled to become effective on 10/1/11.

Customer is calling to inform the Commission of his opposition to Cox's proposed rate increase. Customer strongly believes that Cox has had more then enough rate increases over the past four years and he is concerned that no one is regulating this Company not even the Commission as the rates continue to go higher and higher.

\*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: 8/8/2011

Opinion No. 2011 - 97693

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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 97533

Date: 8/2/2011

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

First:

Last:

Complaint By: Leon

Polley

Account Name: Leon Polley

Home

Street:

Work:

City: Phoenix

CBR:

State: AZ Zip: 85022

is:

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

Division: Telephone

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED - OPINION OPPOSED - OPINION OPPOSED\*\*\*\*\*

RE: Docket No. T-03471A-10-0498

Customer is opposed to Cox's request to increase rates. Per customer, if this increase is approved he plans to discontinue service with Cox and change to a provider that is more affordable.

\*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: 8/2/2011

Opinion No. 2011 - 97533