

T.03471A-10-0498

ORIGINAL



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ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: 2011 SEP 15 P 1:12

Fax:

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2011 - 99001

Date: 9/13/2011

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

Complaint By: First: Lee Last: Stanfield

Account Name: Lee Stanfield

Home:

Street: n/a

Work:

City: Tucson

CBR

State: AZ Zip: 00000

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*****

Docket #T-03471A-10-0498

Customer lives alone and on a fixed income.

Customer states that Cox's request to increase rates is Outrageous! Customer currently receives service under the basic plan without any long distance and if this increase is approved he would still be looking at an increase of \$11.55.

Per customer, most people do not even understand rate increase notices especially when they refer you to the website. Customer is against any further rate hikes and strongly believes the request is ridiculous. Customer wonders why the Commission requires the middle class and poor to continue to have to supply profits for shareholders of utilities that do not need it. This is not fair!

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: 9/13/2011

Opinion No. 2011 - 99001
Arizona Corporation Commission
DOCKETED

SEP 15 2011

DOCKETED BY [Signature]

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