

FORMAL COMPLAINT



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ORIGINAL

BEFORE THE ARIZONA CORPORATION
FORMAL COMPLAINT AGAINST QWEST

2011 SEP 16 P 3:58

COMPLAINANT: Raye Ellen Stiles

Current Address: 2018 N. Tucker Dr.
Tucson, AZ 85716

T-01051B-11-0351

Former Service Address: 734 E. Roger Rd. #201
Tucson, AZ 85719

Account Telephone No.: (520) 888-8007

Arizona Corporation Commission

DOCKETED

SEP 16 2011

DOCKETED BY	<i>mn</i>
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I am requesting that this complaint be a formal docketed complaint. I have attempted to go through the informal process several times since January, 2010. Qwest has wasted time by presenting misrepresentations to the Commission, misrepresenting statements of the Commission staff, and refusing to cooperate during the investigations. At this point, it would be a waste of time to engage in the informal complaint process due to the failure of Qwest to cooperate, and due to their presentations of outright lies to the informal staff. I am requesting a hearing at which evidence will be presented in support of my complaint.

The Issues are included in the following:

I.

PERTINENT HISTORY & BACKGROUND

In 2008, I moved from the Roger Rd. address. I contacted Qwest and advised them of that and requested that the service be disconnected and that a referral to another telephone number be implemented. That telephone number was at my mother's house. I put in a change of address to a post office box. My mother was in the hospital, and even though I was at her

home, I did not consider it to be a permanent arrangement.

My son located a residence and invited me to move in with him, and to participate in the application process. At the time, my son was employed full time. He got services in his name, including cable, and cable telephone. I later changed the telephone into my name since it was my telephone and used exclusively by me.

When my son became unemployed and out of unemployment benefits, eventually I contacted Qwest to obtain service so that I could benefit from the TAP program. I was on the TAP program when I moved from the Roger Rd. address, and there was a credit on my bill each month. In January, 2010, Qwest denied my request for service, stating that I owed them thousands of dollars. Qwest has denied every request I have made since that time, even during the informal process.

II.

QWEST HAS WRONGFULLY DENIED ME SERVICE

Qwest has denied be service based upon their false assertion that I owed them money and falsely asserting (Bishop) that my telephone was disconnected in January, 2008 for non-payment of bill.

III.

QWEST HAS REFUSED TO ALLOW ME ACCESS TO STATE AND FEDERAL PROGRAMS IN WHICH I AM QUALIFIED TO PARTICIPATE

Qwest has refused to allow me access to state and federal program, (TAP),By denying me access to the program, I went from no telephone bill to a large telephone bill. I have been denied that access since January, 2010 and the cable telephone company does not offer that access. There is, on file, through TAP, documented proof that I need to have a telephone which was signed by my doctors.

IV.
QWEST HAS FALSIFIED THEIR INTERNAL RECORDS

1.

Ms. Madrid of AZ Corporation's Utilities Division, attempted to investigate. Ms. Bishop advised her that I owed them money, but failed to provide a copy of a bill. and only provided AZ Corporation staff with a summary which they themselves had composed. I requested a copy of that, but to date, I have not received one. Qwest refused to provide me with proof of any debt.

2.

According to Qwest, Rich and Connie had advised them that disputed charges were sustained. However, both Rich and Connie, deny making any such statement either verbally or in writing, because they do not have the authority to sustain charges. Qwest's Bishop asserts that this information is within their internal documents.

3.

Ms. Bishop asserts that she had my telephone disconnected for non-payment of bill. However, my telephone was disconnected at my request, and they did implement the telephone referral.

V.
ARBITRARY AND CAPRICIOUS BUSINESS METHODS

1.

Qwest's Executive Offices has engaged in unscrupulous, arbitrary and capricious business methods. Ms. Bishop stated to me and Ms. Madrid that they would not be providing service to me under any circumstances and there would be no long distance service. Even after I explained that I needed to get back into the TAP program, the individuals within that office were mean-spirited and rude. It

is clear that Qwest has a monopoly as to access to the TAP program, and is denying me access based upon illegitimate grounds.

2.

After refusing me service, they later did an unauthorized credit check which appears on my report, which affects my credit score. However, there is no mention of any debt owed them by me, nor is there any reference to collection attempts.

3.

Qwest has refused to compensate me under the agreement with the Attorney General for bogus and false charges. I was a consumer who was affected by that fraud. I filed my claim, and again, they stated that I owed them money. However, the money that they were claiming that I owed them were based upon the false and bogus charges I had incurred, and the crime for which their former CEO was convicted and incarcerated. I find it strange that as they upheld the things that he was convicted of doing, that they are still employed with the company, and, in my opinion, continuing with the same sorts of behaviors.

4.

When I requested to speak to someone higher than Ms. Bishop, not only was my request refused, but they hung up in my face.

VI.

REQUESTED REMEDIES

1. That Qwest be ordered to reimburse me for all TAP covered amounts since my application for service in January, 2010, and that said reimbursement be in cash, not a credit;

2. That Qwest be fined for making an unauthorized credit

4.

check after denying me service;

3. That Qwest be ordered to provide service to any qualified TAP program applicant for service;

4. That Qwest be ordered to pay me pursuant to the agreement with the Arizona Attorney General;

5. That Qwest be ordered to cease and desist making misrepresentations to the Arizona Corporation Commission during investigations within the informal complaint process;

6. That Qwest be ordered to provide me with service and access to the TAP program, forthwith, without any other restrictions.

7. That, if permissible within this process, Qwest be ordered to pay me punitive damages.

DATED this the 12th day of September, 2011.

Respectfully Submitted,



Raye Ellen Stiles