

T-03471A-10-0498

ORIGINAL



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 99452

Date: 9/27/2011

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

First:

Last:

Complaint By: Richard

Earley

Account Name: Richard Earley

Home:

Street:

Work:

City: Tucson

CBR:

State: AZ Zip: 85730

is:

RECEIVED
2011 SEP 27 P 3:01
AZ CORP COMMISSION
DOCKET CONTROL

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

Division: Telephone Arizona Corporation Commission

Contact Name: Julia Bogen

DOCKETED

Contact Phone:

Nature of Complaint:

SEP 27 2011

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DOCKETED BY

Customer sent the following -

Dear Corporations Commission,

Along with my latest Cox cable bill I received notice of Cox' attempts to solicit a rate increase from you on their services . This notice only arrived here only 13 days before these increases are to take effect. Why wasn't I made aware of this earlier? How long has Cox been seeking this increase I wonder?

My current bill for Cox services is \$131.19 for cable, telephone, and internet for one month. I have 'bundled services' which initially cost \$99 but went up appx. 33% after 6 mos. I fell this is too much money to charge for services I rarely use in the evening hours.

My main complaint is it's internet service which costs me \$36 per month. Although promised download speeds of up to 54 Mbps I have never exceeded 4 Mbps with my connection. And as time passes my connection speed is slowing down. I feel this is false advertising. I understand that traffic online influences connection speed but I feel that Cox fails to take this into account or clearly state when promoting such unobtainable speeds. As I write this I'm currently experiencing 1.8 Mbps connection speed.

Appx. \$59 of my Cox bill is for Cable tv. I have expanded service only because although I have an HDTV I feel I can't afford to pay more for digital tv service and the hundreds of channels it offers. Cox doesn't give you the option to view HD shows on it's expanded service. I feel this is wrong. Cox should allow it's expanded service customers to view channels in HD. I feel that Cox forces people to pay more to upgrade to it's digital service so that their customers can receive what the government made the networks provide mandatory, which is HD tv.

I'm sick of Cox rasing their rates. I feel they're desperate in this era when cable tv is losing it's market share due to online TV. In Tucson where I live they have a near monopoly. Their cable system is already in place and accounts are turned on electronically so I don't see the need for them to boost their profits by asking for more

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money. In this time of recession I'm sick of corporations increasing their demands on their customers. This has occurred with my utilities and even my bank. My paycheck isn't going up but it seems my bills surely are.

Please reject Cox' request to raise it's rates now and in the future as they already make millions of dollars in profit by exploiting their customers. Do the right thing and say no to them.

If this email has been sent to the wrong Dept. at the AZCC then please forward it to whoever it may best be dealt with by your organization.

Thank you for your attention to this email.

A concerned Cox customer,
Richard Earley

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded to customer and advised his comments would be entered for the record and filed with Docket Control.

End of Comments

Date Completed: 9/27/2011

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