

T.03471A.10.0498

ORIGINAL



0000133623

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (000) 000-0000

Fax: (000) 000-0000

Priority: Respond Within Five Days

Opinion No. 2012 - 101868

Date: 1/19/2012

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

Complaint By: First: Jim Last: Modena

Account Name: Jim Modena

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

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:

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

REFERRED FROM ACC HEARING DIVISION:

From: Cactus Jim [mailto:  
Sent: Tuesday, December 13, 2011 10:50 AM  
To: Hearings Division  
Cc: 'Sheila'  
Subject: COX Rates

Arizona Corporation Commission  
DOCKETED

JAN 24 2012

DOCKETED BY

As a COX subscriber I just received another Notice of Proposed Maximum Rate Changes. The rise in rates from this Company over the last several years have been incredible. I think it's about time they took a long hard look at controlling their expenses rather than asking their customer's to "dig deeper" once more. It is out hope that the Corporation Commission will oppose these rate changes.

Jim Modena  
Scottsdale, AZ  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

1/13/2012 Email to Customer:

From: Guadalupe Ortiz  
Sent: Friday, January 13, 2012 4:57 PM

RECEIVED  
2012 JAN 24 P 3:31  
AZ CORP COMMISSION  
DOCKET CONTROL

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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To:  
Subject: Cox Rates

Dear Mr. Modena,

Your email dated, December 13, 2011 regarding a notice concerning rate increase that you received from Cox Arizona Telcom, L.L.C. ("Cox or Company") sent to the Arizona Corporation Commission ("Commission") has been received and assigned to me for further handling.

An opinion has been filed on your behalf and docketed with the Docket Control Center of the Commission to be made part of the record. Commission staff appreciates the time you have taken to express your comments and concerns in this matter.

Pursuant to information received from the Executive office of Cox, the Notice sent to you pertains to a rate increase authorized by the Commission in Decision No. 72580, dated September 15, 2011. For your convenience, I have attached a copy of the Decision for your review.

If you have any questions or concerns related to this matter, please feel free to call me directly at or on our in-state toll free telephone number, (800) 222-7000.

Thank you,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division

CLOSED  
\*End of Comments\*

Date Completed: 1/19/2012

Opinion No. 2012 - 101868

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