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ORIGINAL

T-01051B-11-0378

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

RECEIVED  
AZ CORP COMMISSION  
DOCKET CONTROL  
2012 APR 13 PM 3 27

Opinion No. 2012 - 103220

Date: 4/13/2012

Complaint Description: 19C Other - Company Policy/Procedures  
N/A Not Applicable

Complaint By: First: Robert A. Last: Finnigan

Account Name: Robert A. Finnigan Home: [REDACTED]

Street: [REDACTED] Arizona Corporation Commission Work: [REDACTED]

City: Yuma DOCKETED CBR: [REDACTED]

State: AZ Zip: 85367 APR 13 2012 is: E-Mail

Utility Company: CenturyLink

DOCKETED BY [Signature]

Division: Telephone

Contact Name: For assignment

Contact Phone: (000) 000-0000

Nature of Complaint:

Dear Commission; re Docket T-01051B-11-0378 Qwest dba CenturyLink

The only thing Qwest proves to me is that they act like an old monopoly. People are leaving their costly service, so they want your permission to deregulate and charge more. I moved to Sprint and canceled my Qwest service in my other home because I got very tired of their constant price increases. Their poor pricing moved me to Sprint, not anything good about service provided by Sprint. Here in Yuma AZ.(Foothills) I haven't heard about any other wire line POTS residential services being offered by any other company. Cell phones don't do what I want for my home phone, ie. (\$7.00 per month internet dial-up 44K service.) and Sprint doesn't work in the desert.

Qwest is and acts like a monopoly. As their technology is old, and their service limited to the science, they could stop the loss of their customer base by being cheap to use. But no, they want to get their prices higher and are already pushing people off their service by being too costly to keep as a custom or backup. They do not compete on price. They know the market does not work and they can charge as much as they can get away with. Take a look at the 3 X 6 card they blew into my bill envelope. It doesn't say a thing about what they want to do. They sent me to your web site, where it took me an hour to read and learn how to find out what they are trying to do. Sneaks.

Please deny Qwest's request to become a pure profit driven "competitive" company because they are not competitive, charge too much for their service and technology, and are in fact a monopoly. Sincerely raf

ref: "CenturyLink now must compete for customers with wireless, cable telephony and Voice over Internet Protocol (VoIP)..." [they don't]

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"Arizonans can choose to obtain telephone service from literally dozens of other wireline communications companies;..."

[In Yuma?]

CenturyLink asks that the Commission deregulate...to declare services as competitive,...vacate the order establishing the Revised Price Cap Plan..

[Want more money]

"In this competitive environment, prices for all services should reflect market conditions rather than the application of historical monopoly pricing models."

[there is no market feedback for them]

CenturyLink's share of the voice market in Arizona has declined significantly..."

"over half of CenturyLink's customers have already chosen to move to a competitive option over the past decade.."

[Yes, I'd quit them too if I could find a cheaper way to get POTS that will work a modem.]

Classification: UNCLASSIFIED

Caveats: NONE

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

4/13--customer's opinion entered into database and will be docketed in T-01051B-11-0378

CLOSED

\*End of Comments\*

Date Completed: 4/13/2012

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