

T-01051B-11-0378



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ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2012 - 103330

Date: 4/20/2012

Complaint Description: 08B Rate Case Items - No Notification
N/A Not Applicable

Complaint By: First: Laurie Last: Haron

Account Name: Laurie Haron

Street:

City: Tucson

State: AZ Zip: 85750

Home:

Work:

CBR:

is:

RECEIVED
2012 APR 24 P 4: 06
ARIZONA CORP COMMISSION
DOCKET CONTROL

Utility Company: CenturyLink

Division: Telephone

Contact Name:

Contact Phone: (000) 000-0000

Nature of Complaint:

DOCKET NO. T-01051B-11-0378

Frustrated customer received an insert in her CenturyLink bill advising customer of a hearing; Docket No. T-01051B-11-0378. Customer called Company because she could not understand what the Hearing is going to be about or if she should have any interest in the Hearing. Customer stated that she has an undergraduate degree and if she can not understand the insert how are other customers able to. The notice is in Telecommunication language and should be in English so all customer can understand what the Hearing is about. When she called Company's customer service they were not able to tell her what the Hearing is about. Customer feels that a summary or an overview about the Hearing should be included in the inserts. Customer stated that whoever wrote the insert should be fired and that the ACC is Non-Transparent.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

Date Completed: 4/20/2012

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Arizona Corporation Commission

DOCKETED

APR 24 2012

DOCKETED BY [Signature]