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BEFORE THE ARIZONA CORPORATION C

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COMMISSIONERS

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2012 MAY 11 P 1:02

RECORD COMMISSION
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GEORGE BIEN-WILLNER, for
GLENDALE & 27TH
INVESTMENTS,
LLC

COMPLAINANT,

V.

QWEST CORPORATION,
RESPONDENT.

DOCKET NO. T-01051B-10-0200

COMPLAINANT'S DISCOVERY REQUESTS

Arizona Corporation Commission

DOCKETED

MAY 11 2012

DOCKETED BY

TO: QWEST CORPORATION (now known as CENTURY LINK)

Under authority of Rules and Regulations of the Commission, you are hereby requested within seven (7) days of your receipt of this document to answer the following interrogatories in writing under oath, answer the following requests for admission and produce the following documentation.

DISCOVERY REQUESTS FOR ADMISSION/INTERROGATORIES

1. Admit that Qwest and its employees have no contemporaneous written records authored by Qwest of the initial service order by Complainant for 124 S. 24th St., Phoenix, AZ (the "Hotel"). If your response is anything other than an unqualified admission, provide all facts and documents supporting your contention.
2. Admit that Complainant never specifically requested or ordered any "toll

1 trunks” by name. If your response is anything other than an unqualified
2 admission, provide all facts and documents supporting your contention.

3 3. Admit that none of services ordered by Complainant required “toll trunks.”

4 If your response is anything other than an unqualified admission, provide all
5 facts and documents supporting your contention.

6 4. Admit that, to Qwest’s knowledge, Complaint and the Hotel never used any
7 “toll trunk” services.

8 5. Admit that Qwest never explained to Complainant in writing or orally what
9 “toll trunks” were from 2004-2009. If your response is anything other than an
10 unqualified admission, please explain all facts supporting your contention.

11 6. Admit that Complainant’s February 19, 2004 letter to Qwest specifically
12 stated that “the contracts inherited will be temporary until such time as Tom
13 Carlson (the existing Qwest person handling these accounts) makes permanent
14 arrangements with George Bien-Willner.”

15 7. Admit that the February 19, 2004 memo from Complainant’s office never
16 requested “toll trunk” services, made reference to long distance nor the ability
17 for Hotel guests to make outside calls.

18 8. Admit that Qwest never made “permanent arrangements” with George
19 Bien-Willner referred to in the February 19, 2004 memo. If your response is
20 anything other than an unqualified admission, please explain all facts
21 supporting your contention and provide any written documentation supporting
22 your contention.
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- 1 9. Admit that Qwest issued refunds of over \$1000 in 2004 because of
2 erroneous billing charged by Qwest to Complainant regarding the Hotel. If
3 your response is anything other than an unqualified admission, provide all facts
4 and documents supporting your contention.
- 5 10. Admit that Qwest and Complainant were in communication to clarify the
6 services provided by Qwest for the Hotel and the billing associated with those
7 services throughout 2004.
- 8 11. Admit that in August 2004, George Bien-Willner wrote to Qwest to inform
9 Qwest that Complainant was "very dissatisfied with the service and billing that
10 your company has been providing to us over the period of the last six months.
11 We have continuous problems with our phones and have discovered erroneous
12 charges on our bills."
- 13 12. Admit that Qwest was aware that Complainant was dissatisfied with
14 Qwest's billing throughout 2004 and raised various questions about Qwest's
15 billing throughout 2004.
- 16 13. Admit that Complainant continued to question Qwest's billing during the
17 time period of 2005-2009.
- 18 14. Admit that it is not possible for a Qwest customer to complain specifically
19 about services that he/she for which he/she does not believe he/she has ordered
20 and for which he/she does not understand he/she is being billed.
- 21 15. Admit that, throughout 2004 through 2009, Qwest had a duty to provide
22 clear billing for all of its customers.
23
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- 1 16. Admit that, throughout 2004 through 2009, Qwest had affirmative duties to
2 fully explain its billing and the services for which it is charging when a
3 customer questions Qwest's bills.
- 4 17. Admit that Qwest considered the Hotel a "small business" for purposes of
5 service orders. If your response is anything other than an unqualified
6 admission, provide all facts and documents supporting your contention.
- 7 18. Admit that Qwest considered the Hotel a "small business" for purposes of
8 billing. If your response is anything other than an unqualified admission,
9 provide all facts and documents supporting your contention.
- 10 19. Admit that Julie Layne is the person Qwest has identified as having the
11 most knowledge regarding the issues raised by Complainant's complaint.
- 12 20. Admit that Julie Layne was unable to understand the services that
13 Complainant had been billed for and in June 2010 had to ask a Qwest specialist
14 for help in order to understand the services for which Qwest had been billing
15 Complainant.
- 16 21. Explain how the amount of \$810.89 paid to Complainant by Qwest was
17 calculated, and identify (by name, contact information and title) all persons
18 who participated in (a) deciding to issue a payment to Complainant (b)
19 deciding upon the amount of payment.
- 20 22. Provide all facts and documents explaining why Qwest contends that (as
21 per Qwest's April 12, 2012 Answer) "Complainant ordered the services for
22 which it now seeks a refund...."
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- 1 23. Identify and produce copies of all legal, regulatory and internal rules
2 and/or regulations governing Qwest's procedures for establishing service for
3 the Hotel during 2004.
- 4 24. Identify and produce copies of all legal, regulatory and internal rules and/or
5 regulations governing Qwest's procedures for establishing service for the Hotel
6 during 2004.
- 7 25. Identify the types of "relevant records regarding customer service orders"
8 (as described in paragraph 8 of Qwest's Answer, dated April 12, 2012) that
9 Qwest claims it maintained from 2004-2009 for small businesses, including
10 whether those "relevant records regarding customer service orders" were
11 written.
- 12 26. Identify, by name, type and custodian, the "relevant records regarding
13 customer service orders" that Qwest claims (pursuant to paragraph 8 of its
14 Answer, dated April 12, 2012) it maintained regarding the Hotel from the time
15 period of 2004-2009.
- 16 27. Identify the types of records regarding service orders that Qwest was
17 required to keep for small business orders during 2004.
- 18 28. Identify the types of records regarding service orders that Qwest was
19 required to keep for small business orders during 2004.
- 20 29. Identify the regulations, guidelines and laws that governed Qwest's record-
21 keeping responsibilities with respect to the Hotel for the period of 2004-2009.
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- 1 30. Identify the regulations, guidelines and laws that governed Qwest's service
2 order practices and procedures with respect to the Hotel for the period of 2004-
3 2009.
- 4 31. Identify the regulations, guidelines and laws that governed Qwest's billing
5 with respect to the Hotel for the period of 2004-2009.
- 6 32. To the extent Qwest had policies, practices or procedures in addition to or
7 different from those identified in response to interrogatories 29-31, above,
8 identify those policies, practices and/or procedures and produce documents
9 reflecting those policies, practices and/or procedures.
- 10 33. Identify (by name, title, dates they were involved, and present address and
11 phone number), all present or former Qwest employees who have or had direct
12 knowledge of or involvement in inquiries or complaints regarding telephone
13 services or telephone billing regarding the Hotel during the time period of 2004
14 to 2009.
- 15 34. Identify all measures taken by Qwest to investigate and address the billing
16 issues raised by Complainant from 2004-2009, including the August 26, 2004
17 letter in which George Bien-Willner wrote to Qwest to inform Qwest that
18 Complainant was "very dissatisfied with the service and billing that your
19 company has been providing to us over the period of the last six months. We
20 have continuous problems with our phones and have discovered erroneous
21 charges on our bills."
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- 23 35. Explain the steps taken by Qwest's senior management to investigate and
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1 address the matters raised in the Complaint after Complainant raised these
2 issues with them in January 27, 2010 correspondence to Mr. Mueller, Qwest's
3 Chairman. Please also produce any documents created that relate to this
4 request.

5 **DISCOVERY REQUESTS FOR PRODUCTION**

- 6 1. Produce copies of all external rules, guidelines and regulations governing
7 service orders and service changes for the Hotel during 2004.
8 2. Produce copies of all internal rules, policies, procedures and guidelines that
9 applied to service orders and service amendments for the Hotel during 2004.
10 3. Produce the "relevant records regarding service orders" Qwest claims it
11 maintained regarding Complainant's service order(s) with regard to the Hotel.
12

13 DATED this 11th day of May, 2012.

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16 
17 _____
18 George Bien-Willner
19 Glendale & 27th Investments LLC
20 3641 North 39th Avenue
21 Phoenix, Arizona 85004

22 ORIGINALS filed this
23 4th day of May, 2012 with:

24 Arizona Corporation Commission

Copy hand-delivered and mailed to:

1 Norman G. Curtright, Corporate Counsel
2 Qwest Corporation
3 20 East Thomas Road-16th Floor
4 Phoenix, Arizona 85012
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