

T-01051B-11-0378

OPEN MEETING AGENDA ITI



ORIGINAL

ARIZONA CORPORATION COMM

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: (602) 364-1066

Fax:

Priority: Respond Within Five Days

Opinion No. 2012 105378

Date: 8/14/2012

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

First:

Last:

Complaint By: Jeanne

Mandell Corporation Commission

Account Name: Jeanne Mandell

DOCKETED Home: (000) 000-0000

Street: 7570 E Speedway #351

AUG 15 2012 Work: (000) 000-0000

City: Tucson

CBR:

State: AZ Zip: 85710

DOCKETED BY isy E-Mail

RECEIVED
2012 AUG 15 A 9:44
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Utility Company: CenturyLink

Division: Telephone

Contact Name: For assignment

Contact Phone: (000) 000-0000

Nature of Complaint:

*****REFERRED FROM COMMISSIONER KENNEDY'S OFFICE*****

OPPOSED

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Telephone

CenturyLink wants competitive status so they can raise their rates. But they are not competitive--the underground telephone lines in our mobile home development are 42 years old and rotting! Every time it rains there is static on my telephone line so loud that it is difficult to understand what people who call are saying. When I call CenturyLink, I (of course) get a computer but the computer has gotten so used to my name and address it usually puts me through to a human being. I tell them the problem, they listen to the line then tell me there is a short in the line and I tell them I know that--I am still waiting for them to fix it! So they promise me a repairman the following day (when the ground has dried up) who manages to show up when I'm not around (no, I don't work) and the following morning after he/she has been here I get a computerized telephone call that my line has been fixed. Until the next time it rains, that is! I know it hasn't been fixed because there are no signs of digging behind my house.

When I have been able to talk to a repairman I have been told that the repairmen have complained to management about the infrastructure in this development clear back to when it was Qwest and are still getting the same answer--we know about the problem but don't have the funds right now. No wonder many of my neighbors are cancelling CenturyLink and resorting to cell phones or Cox Cable. But to me that is a "cop-out".

It is possible that CenturyLink doesn't over-pay their executives and truly needs the raise. I am not privy to their books. But if you decide to give them the residential line rates they are requesting, it should be contingent on them upgrading their infrastructure (including our development, Far Horizons) within a stated amount of time.

Jeanne Mandell

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

8/15/12: Email to Customer

Jeanne Mandell

Your email dated August 12, 2012, sent to Commissioner Kennedy's office has been received and assigned to me for further handling.

Your Opinion regarding the CenturyLink's application to classify and regulate their retail telecommunications service as competitive has been entered into our database and has become part of the public record for docket T-01051B-11-0378

Thank you for your opinion regarding this matter.

Tom Davis
Public Utilities Consumer Analyst
Arizona Corporation Commission
1200 W Washington St
Phoenix, AZ 85007
Direct: 602-364-1066

Entered for the record and docketed
CLOSED
End of Comments

Date Completed: 8/14/2012

Opinion No. 2012 - 105378
