

T-01051B-11-0378

OPEN MEETING AGENDA ITEM

ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM



Investigator: Scott Friedson

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2012 - 105368

Date: 8/13/2012

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

Complaint By: First: Last:
Robert **Foster**

Account Name: Robert Foster

Home: (000) 000-0000

Street:

Work:

City:

CBR:

State: AZ Zip:

is:

Utility Company: **CenturyLink**

Division: Telephone

Contact Name: For assignment

Contact Phone: (000) 000-0000

Nature of Complaint:

Arizona Corporation Commission

DOCKETED

8/13/12

AUG 16 2012

*****T-01051B-11-0378*****

From: Robert Foster
Sent: Monday, August 13, 2012 11:35 AM
To: Utilities Div - Mailbox
Subject: RATE INCREASE FOR CENTURYLINK

DOCKETED BY *ISM*

RECEIVED
2012 AUG 16 P 2:28
AARP COMMISSION
DOCKET CONTROL

August 13, 2012

To whom it may concern:

First, let me agree with AARP that I'm also concern about the proposed changes and the impact it will have on me, since I live on a fix income called Social Security as well as other seniors who live in my area!

I'm now retire from the former company that was known as Qwest Communication and I can tell you now that this new company CenturyLink that took over Qwest Communication hasn't made any improvements on the outside plant since I retired in 2009!

In the years I worked in places like Yuma, Benson, Willcox, Huachuca City, ST. David, and Tombstone there has been little progress if any for DSL or Broadband for these places! It seems only isolated area like Presidential Estates and Whetstone have been able to have DSL, but at limit capacity and Huachuca City where the remote central office is located has no DSL service.

I also believe the new carrier system that was place in Rain Valley, off West Highway 82, hasn't improved, especially when it has a heavy rain!

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CenturyLink hasn't live up to it's full potential to deliver DSL --- fast internet service --- in rural areas where there is a need, like Huachuca City or even Tombstone!

Broadband is of the future, but don't expect CenturyLink to deliver on that promise in the 21 century!

Respectfully,

Robert Foster-retired

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/13/12 Filed opinion and docketed.

End of Comments

Date Completed: 8/14/2012

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