

T-01051B-12-0468

**ORIGINAL**

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**



0000141688

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108005

Date: 1/23/2013

Arizona Corporation Commission

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

**DOCKETED**

JAN 24 2013

Complaint By: First: L. Last: Lewandowski

**DOCKETED** *AM*

Account Name: L. Lewandowski

Home:

Street: n/a

Work: (000) 000-0000

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company: CenturyLink

Division: Telephone

Contact Name: For assignment

Contact Phone: (000) 000-0000

Nature of Complaint:

\*\*\*\*\*DOCKET NO. T-01051B-12-0468\*\*\*\*\*OPPOSED\*\*\*\*\*TELEPHONE\*\*\*\*\*

15 January, 2013

Arizona Corporation Commission  
1200 W. Washington  
Phoenix, AZ 85007

Attention: Consumer Section  
Docket: T-01051B-12-0468

**RECEIVED**  
JAN 24, P 2:37  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

I received notice about Century Link increasing prices. I was disappointed there was no placed clarity which address to write. There also was no clarification of elimination of Free Directory Assistance, & Line Backer Insurance which I have thankfully never had to use, but pay continuously, or of the TAP (telephone assistance for disabled). I also never heard anything before about Low use option, nor date of hearing or receipt.

As a senior, I can also identify with smaller businesses which could not afford the extra \$100/ year. I am also not sure if this raise would also raise rates for competitors since Century link has frustrated individuals to try other companies. The bottom line is that it's not just a \$4.29 raise per month, but adding in prices on multiple features, & that medical, transportation, etc. have gone up while jobs, & lucky people's wages down \$.

Please assist in keeping all utility \$ down, as we're already suffering from higher taxes & low customer service.

Thank you,  
L. Lewandowski

\*End of Complaint\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. T-01051B-12-0468. closed  
\*End of Comments\*

Date Completed: 1/23/2013

Opinion No. 2013 - 108005

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