

T-01051B-12-0468



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ORIGINAL

ARIZONA CORPORATION COMM.
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: (602) 542-0842

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2013 - 108270

Date: 2/4/2013

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

Complaint By: First: A. Ruth Last: Brazelton

Account Name: A. Ruth Brazelton

Home: (000) 000-0000

Street: 1610 E Flint St

Work: (000) 000-0000

City: Chandler

CBR:

State: AZ Zip: 85225

is:

RECEIVED
2013 FEB - 7 P 3: 19
AZ CORP COMMISSION
DOCKET CONTROL

Utility Company: CenturyLink

Division: Telephone

Contact Name: For assignment

Contact Phone: (000) 000-0000

Nature of Complaint:

2/4/13 Per Ms. Brazelton she wanted to share her opinion about current case T-01051B-12-0468. She feels an increase is in order and its fair since they had not had an increase in 17 years. Centurylink should think about an increase within the next 3 years. However the low usage should not have an increase because you are not using it as much. It should pay for itself. Also the Low usage option should not have an increase as well it should take care of itself too. You are penalizing a customer for not using and conserving. The pamphlet she received in the mail might mean it may not increase with in the next 3 years. Which seems fair if the Company is mindful to the customers, then they are doing their job. We are coming out of the recession and its no fault of the customers but that of the higher ups that just wanted more monies. They maintain good service and she is asking to be fair. Thank you.

Centurylink's customer service from a scale of 1-10 they are always an 11 or 12 every time. She has been a customer for over 18 years and will always have a landline. Their services are good and should be allow to set a max but be mindful. Thank you.

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

2/4/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Arizona Corporation Commission

DOCKETED

FEB 07 2013

DOCKETED BY [Signature]

Date Completed: 2/4/2013

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