

T-01051B-12-0468



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ORIGINAL

ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM RECEIVED

Investigator: Tom Davis

Phone:

2013 FEB 11 P 12: 08

Fax:

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2013 - 108248

Date: 2/4/2013

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

Complaint By: Warren First: Warren Last: Francisco

Account Name: Warren Francisco

Home:

Street:

Work: (000) 000-0000

City:

CBR:

State: AZ Zip:

is: Home

Utility Company: CenturyLink

Division: Telephone

Contact Name: For assignment

Contact Phone: (000) 000-0000

Nature of Complaint:

OPPOSED

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TELEPHONE

2/4/13: Telephone call

I am opposed to the CenturyLink rate increase. Service in the Safford area has gotten progressively worse over the years. Maybe this area is hard to serve but the customer should not suffer. Also, it is very difficult to get ahold of CenturyLink when you need to contact them. Everything is automated but when you are finally able to talk with a customer service representative, they are rude to you.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/11/13: Comments noted for the record and docketed. CLOSED.

End of Comments

Arizona Corporation Commission

DOCKETED

FEB 11 2013



Date Completed: 2/11/2013

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