

T-03471A-13-0244



0000153415

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: 5/14 MAY 16 A 10:10

Fax:

Priority: Respond Within Five Days

ORIGINAL

Opinion No. 2014 - 116180

Date: 5/14/2014

Complaint Description: 05E Quality of Service - Outage/Interruptions
N/A Not Applicable

Complaint By: First: Vicotria Last: Kessler

Account Name: Vicotria Kessler Home:

Street: Work:

City: Phoenix CBR:

State: AZ Zip: 85051 is: E-Mail

Utility Company: Cox Arizona Telcom , L.L.C. d/b/a Cox Communications

Division: Telephone

Contact Name: Contact Phone:

Nature of Complaint:

*****DOCKET NO. T-034741A-13-0244*****
OPPOSE

-----Original Message-----

From:
Sent: Wednesday, May 14, 2014 9:00 AM
To: Utilities Div - Mailbox
Subject: Cox Communications

May 14, 2014

Arizona Corporation Commission
DOCKETED
MAY 16 2014
DOCKETED BY [Signature]

Friends, I cannot use your form to file a complaint about Cox Communications, so here it is:

I am often in contact with this utility, Cox Communications, because their INTERNET system is the worst. Yesterday, May 13, I could not log on ALL DAY. My computer could never connect with the server. Messages, which I did not read well, popped up to the effect that there was limit availability blah blah. Well, today I got on-line immediately. What a surprise! And for this intermittent service I get to pay an extra \$10 a month, with no advance notice of the increase. What other choice do I have as Cox pretty much has a monopoly on this service in the Valley.

When you consider the next request by Cox to raise rates, I hope you will reflect on the poor service they are providing in our state. Regulators are suppose to protect consumers from overreaching and nefarious actions by greedy corporations, but so far this Commission has been reluctant to do. I write this complaint knowing that you will always side with the corporate sponsors. But at least there will be a record of a complaint if you don't toss it first!

Thank you.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Victoria Kessler

Phx. AZ 85051

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

5/14/14 I called Ms. Kessler and I advised that I can forward this to Cox for a response from them. Ms. Kessler stated that she would like it Docketed so that when Cox comes before the Commission for a rate case, her opinion will be read.

End of Comments

Date Completed: 5/14/2014

Opinion No. 2014 - 116180
