



0000163896

ER DOUG LITTLE'S PROPOSED AMENDMENT NO. 1

DATE PREPARED: August 17, 2015

ORIGINAL

COMPANY: Lori S. Daniels vs. Qwest Corporation dba Century Link

DOCKET NO(S): T-01051B-14-0389

OPEN MEETING DATE: August 18 and 19, 2015 AGENDA ITEM NO.: 23

Page 18 line 1

DELETE Finding of Fact No. 68

REPLACE WITH THE FOLLOWING FINDINGS OF FACT:

68. While it may be the case that CenturyLink's efforts to provide notice regarding the switch from FCO to LNP were technically correct, we believe that as a public service corporation CenturyLink should have done more to ensure that complainant was aware of the change. It is reasonable to conclude that since Complainant's bill contained no reference to FCO, the Complainant would not necessarily understand that a notice discussing FCO applied to her. At some point over the course of these events, it would have been appropriate for CenturyLink to lay out what specific line items on the Complainant's bill made up the FCO service. For this reason we believe some compensation is appropriate. Complainant sought a refund of \$10,865.69 plus 2% interest. Given the circumstances of this case we believe compensation equal to half that amount (\$5,432.85) less the credits already received (\$105.76 and \$1,089.56) is appropriate. Therefore we direct CenturyLink to provide Complainant a refund of \$4,237.53. We decline to award interest.

69. Complainant did not demonstrate that the rates CenturyLink charges for its FCO service were in excess of the Company's Commission-approved tariff.

Renumber to Conform, and Make All Other Conforming Changes.

Arizona Corporation Commission

DOCKETED

AUG 17 2015

DOCKETED BY [Signature]

2015 AUG 17 PM 2 06
AZ CORPORATION COMMISSION
DOCKET CONTROL

THIS AMENDMENT:
Passed Passed as amended by
Failed Not Offered Withdrawn