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Arizona Corporation Commi:  
Utilities Complaint Form

Investigator: Deborah Reagan Phone: <<< REDACTED >>> Opinion Date: 12/23/2015  
Opinion Number: 2015 - 127888 Priority: Respond within 5 business days  
Opinion Codes: Rate Case Items - Opposed Closed Date: 12/23/2015 9:26 AM

First Name: Charmaine Last Name: Dubow Account Name: Charmaine Dubow  
Address: <<< REDACTED >>>  
City: Phoenix State: AZ Zip Code: 85040  
Work: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: CenturyLink \* Qwest Division: Telephone

Nature Of Opinion

Docket Number: T-01051B-15-0382 Docket Position: Against

To Whom it May Concern: Receiving this statement today in the mail from Century Link was dis-heartening. This process of filling to charge more fees to companies and individuals on phone service is not proper business practice. EMMEGI Heat Exchangers, Inc. in Phoenix, AZ feels that Century Link should not be able to raise rates to cover their expenses of facility movements. As a corporation, we are forced to make proper facility decisions in order to maintain costs on all items and products. Century Link should make proper corporate decisions in order to maintain their costs and service at a minimal cost. (Perhaps they need to close facilities or combine facilities in order to maintain proper coverage.) Business owners pay more for phone service than residents, and now more fees will be added to invoices from Century Link in order to cover their moving costs. This is unacceptable as the Corporation should consider the impact to all of their customers. EMMEGI Heat Exchangers, Inc. suggests that this NOT be allowed, as any other business in Arizona could not justify charging their customers for a move in facilities. Sincerely, Charmaine Dubow Concerned Business Woman EMMEGI Heat Exchangers, Inc. 3606 E. Southern Ave. #2 Phoenix, AZ 85040

Investigation  
Date: 12/23/2015 Analyst: Deborah Reagan Submitted By: Telephone Type: Investigation

Comments entered for the record and filed with Docket Control.

Arizona Corporation Commissioner  
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