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ARIZONA CORPORATION COMMISSION

Arizona Corporation Commission

DOCKETED

JAN 04 2016

DOCKETED BY



0000167436

Executive Director
RECEIVED

2016 JAN -4 P 2:32

AZ CORP COMMISSION
DOCKET CONTROL

To: Docket Control

RE: CenturyLink*Qwest

Docket No. T-01051B-15-0382

Please docket the attached 40 customer comments OPPOSING the above filed case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division - Consumer Services

T-01051B-15-0382

Arizona Corporation Commission Utilities Complaint Form

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Opinion Date:** 1/4/2016
Opinion Number: 2016 - 128173 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 1/4/2016 8:50 AM

First Name: Fandra **Last Name:** Deer **Account Name:** Fandra Deer
Address:
City: Flagstaff **State:** AZ **Zip Code:**
Home: <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

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

Consumer states she received a letter from CenturyLink regarding the Facilities Relocation charges and she does not agree with it. Why use this as a reason to up consumer charges. This should be considered as a business expense of the company.

Investigation			
Date:	Analyst:	Submitted By:	Type:
1/4/2016	Carmen Madrid	Telephone	Investigation
opinion noted and docketed. closed			

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 12/28/2015
Opinion Number: 2015 - 128010 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 2:19 PM

First Name: Marlene **Last Name:** Cosand **Account Name:** Marlene Cosand
Address: <<< REDACTED >>>
City: Cornville **State:** AZ **Zip Code:** 86325
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

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

I object to the rate hike for century Link. It is their choice to move locations why should the consumers have to pay. No one pays for my choice to change locations. In fact they charge me more to move.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/28/2015	Michael Buck	Telephone	Investigation

Entered into the record and docketed.

T-01051B-15-0382

Arizona Corporation Commission Utilities Complaint Form

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 12/28/2015
Opinion Number: 2015 - 128011 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 2:13 PM

First Name: Hsing-cheng **Last Name:** Liu **Account Name:** Hsing-cheng Liu
Address: <<< REDACTED >>>
City: Cave Creek **State:** AZ **Zip Code:** 85331
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

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

When I signed up my home phone with Century Link, the telephone charge was locke-in on the base of forever no rate increases. Therefore I believe that contract need to be abided by.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/28/2015	Michael Buck	Telephone	Investigation

Entered into the record and docketed.

T-01051B-15-0382

Arizona Corporation Commission Utilities Complaint Form

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 12/28/2015
Opinion Number: 2015 - 128009 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 1:39 PM

First Name: Mark **Last Name:** Williams **Account Name:** Mark Williams
Address: <<< REDACTED >>>
City: GILBERT **State:** AZ **Zip Code:** 85234
Cell: <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

Please do not allow them to charge us more, make them limit there expenses first, the CEO is paid as follows, make them pay the difference, it is completely unfair to continue to pillage the little guys when they are making money hand over fist year after year after year,,,please do not let them increase our rates....Thanks Glen F. Post III Executive Compensation As Chief Executive Officer and President at CENTURYLINK, INC, Glen F. Post III made \$12,385,913 in total compensation. Of this total \$1,100,000 was received as a salary, \$1,597,200 was received as a bonus, \$0 was received in stock options, \$9,581,227 was awarded as stock and \$107,486 came from other types of compensation. This information is according to proxy statements filed for the 2014 fiscal year.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/28/2015	Michael Buck	Telephone	Investigation

Entered into the record and docketed.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 12/28/2015
Opinion Number: 2015 - 128008 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 1:36 PM

First Name: Karen **Last Name:** Waltermire **Account Name:** Karen Waltermire
Address: <<< REDACTED >>>
City: Sedona **State:** AZ **Zip Code:** 86351
Home: <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

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

Dear Representative Commissioners,

On December 22, 2015 I received a written communication from Centurylink. I am a long time landline customer. I strongly oppose approval for their proposal to implement a \$1.00-\$3.00 monthly fee for a strangely 'vague' "Facility Relocation" charge. I looked on their website's many lists of fees and charges to try to better understand and found this charge applies in only 17 of our 50 States. I only have a landline with Centurylink and depend on it because cell phone reception is very sketchy here. I couldn't go over my monthly bills prior to 2013 (I discarded them) but here is a break down of my monthly fee increases I have found. January 2013 \$22.75/month; increase to \$25.06/month in July 2013; December 2013 \$24.69. January 2014 \$24.74/month; increase to \$25.98/month in July 2014; December 2014 \$25.71. January 2015 \$25.86/month; increase to \$27.35/month in August 2015; December 2015 \$27.32. As you can see, the monthly charges are always rising. As a long time customer and a retiree I urge you to vote "NO" on this proposal. Reference Docket #T-1051B-15-0382.

Thank you

Karen Waltermire

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/28/2015	Michael Buck	Telephone	Investigation

Entered into the record and docketed.

T-01051B-15-0382

Arizona Corporation Commission Utilities Complaint Form

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 12/28/2015
Opinion Number: 2015 - 128013 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 1:19 PM

First Name: Vickie **Last Name:** Scott **Account Name:** Vickie Scott
Address: <<< REDACTED >>>
City: Prescott Valley **State:** AZ **Zip Code:** 86314
Other: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

First....my phone number was mandatory to complete your form. It is, however, a non-published number, for privacy purposes, and I request that it be removed immediately. I also request that my personal information in this form not be available to nor disseminated to anyone else. I have two issues with The CenturyLink letter dated December 15, 2015. 1. The letter is rather vague about the proposed rate increase: "The proposed actual rate for the first twelve months will be \$1.00 per access line." I read this as saying the \$1.00 fee for the first year is an annual \$1.00 fee. If it were a monthly fee, it would read, "\$1.00 per month for the first year". 2. This proposed fee should not be allowed to be put on the backs of consumers. CenturyLink should find other ways to afford "the move" without charging its consumers--individuals, families, businesses. At first glance, this seems rather a small fee (whether it is an annual or monthly fee), and one would think that is ok. However, everyone's expenses are going up. We consumers "tighten our budget" to make ends meet. Businesses are doing that, too. CenturyLink should be doing that, too! With the declining use of postal mail, USPS found it hadn't planned far enough ahead to start to cut expenses. Thus, USPS and we consumers have suffered greatly. Part of the loss of use of USPS, and thus loss of their income, has been due to the loss of consumers using other methods of communicating, such as by emails and texts. This should have been a warning to CenturyLink, which is losing business/customers because of its increased fees and more people relying only on cell phone service, and also because CenturyLink charges a lot for phone service, such as the "free" long distance costing us \$14 per month. Conclusion: CenturyLink should not be allowed to charge for "Facility Relocation" and associated fees/costs reimbursements.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/28/2015	Michael Buck	Telephone	Investigation

Entered for the record and docketed.

T-01051B-15-0382

Arizona Corporation Commission Utilities Complaint Form

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 12/28/2015
Opinion Number: 2015 - 128003 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 12:49 PM

First Name: Greg **Last Name:** Frazier **Account Name:** Greg Frazier
Address: <<< REDACTED >>>
City: Maricopa **State:** AZ **Zip Code:** 85138
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

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

The rates are already out of control for Century Link. When do you take a stand and limit rate increases. This will be very detrimental to consumers. This application needs to be declined and in good conscience that is exactly how you will vote.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/28/2015	Michael Buck	Telephone	Investigation

Entered into the record and docketed.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 12/28/2015
Opinion Number: 2015 - 128004 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 12:53 PM

First Name: Martin **Last Name:** Rankin **Account Name:** Martin Rankin
Address: <<< REDACTED >>>
City: Surprise **State:** AZ **Zip Code:** 85387
Home: <<< REDACTED >>> **Cell:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

If CenturyLink had a stellar reputation for Phone & data service to the public my decision may have been different. In my business the costs to relocate anything HAS ALWAYS been a cost absorbed by the company and is a cost that should be a PART of DOING BUSINESS to get more customers and included IN the base rate. This excuse of blaming it on the governing agency is corporate speak for "we need to charge more for our unacceptable service because we can since WE are the only game in town" for a landline in a lot of areas in AZ (my area is one). If my area had another player I would definitely switch. CenturyLink's costs for service ARE well in excess of what we should be paying. Who, with the AZ Corporation Commission, has investigated or reviewed their REAL expenditures to see IF they really need this EXTRA money and what these facility moves really cost? Also it appears that their Executives are ALREADY well compensated. It is time to allow CenturyLink to do BETTER ON THEIR OWN NICKEL.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/28/2015	Michael Buck	Telephone	Investigation

Entered into the record and docketed.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 12/30/2015
Opinion Number: 2015 - 128113 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/30/2015 11:01 AM

First Name: Randy **Last Name:** Humber **Account Name:** Randy Humber
Address: <<< REDACTED >>>
City: **State:** AZ **Zip Code:** 86315
Home: <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

Docket Number: T-01051B-15-0382

I am against this request by CenturyLink. More than that, I am adamantly oppose to their proposal. This Company offers very poor service and is inept. Please do not allow this charge to go forward. Thank you.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/30/2015	Michael Buck	Telephone	Investigation

Entered into the record and docketed.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 12/31/2015
Opinion Number: 2015 - 128145 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/31/2015 9:11 AM

First Name: Carlos **Last Name:** Mendoza **Account Name:** Carlos Mendoza
Address: <<< REDACTED >>>
City: Yuma **State:** AZ **Zip Code:** 85364
Home: <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

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

I AM OPPOSED TO THIS CHARGE.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/31/2015	Michael Buck	Telephone	Investigation

Entered into the record and docketed.

T-01051B-15-0302

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 12/29/2015
Opinion Number: 2015 - 128057 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/29/2015 3:48 PM

First Name: Beverlie **Last Name:** Berry **Account Name:** Beverlie Berry
Address: <<< REDACTED >>>
City: Phoenix **State:** AZ **Zip Code:** 85053
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

Docket Number: T-01051B-15-0302 **Docket Position:** Against

How many different ways can the middle class be squeezed for more money to assist big business grow? If these "Tariffs" get approved many people will just stop using cable services and go to other medias such as, internet viewing. If big business wants to grow they need to spend their money to do it.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/29/2015	Michael Buck	Telephone	Investigation

Entered into the records and docketed.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 12/29/2015
Opinion Number: 2015 - 128027 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/29/2015 3:50 PM

First Name: Fast Traxs **Last Name:** Tire Company **Account Name:** Fast Traxs Tire Company

Address: <<< REDACTED >>>

City: El Mirage **State:** AZ **Zip Code:** 85335

Work: <<< REDACTED >>> **Cell:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

I object to CenturyLink's request for the increase. They wish to pass the cost of doing business to us, the consumers. I believe this to be bad business practice and unfair. The proposed amount of increase is not the issue for me. The issue is this company is profitable, yet they are greedy in asking the consumer to pay the cost so they can keep their profits.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/29/2015	Michael Buck	Telephone	Investigation

Entered into the record and docketed.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 12/29/2015
Opinion Number: 2015 - 128012 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/29/2015 3:56 PM

First Name: James **Last Name:** Spellman **Account Name:** James Spellman
Address: <<< REDACTED >>>
City: Glendale **State:** AZ **Zip Code:** 85308
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

I urge the Commission to vote "NO" on CenturyLink's application to implement a Facility Relocation charge of a maximum allowable rate of \$3.00 per retail access line to allow for unreimbursed costs associated with mandated facility relocation expenses. Moving telecommunication facilities is inherently part of the telecommunication business and therefore should be an anticipated expense in the company's privilege to provide service in the State of Arizona. As a homeowner in the City of Glendale, I currently pay \$28.32 per month for POTS (plain old telephone service). I have witnessed my bill for telephone service increase over 40% during the past 13 years. I maintain my basic telephone service only to serve as a reliable means of communications in the event that emergency services (e.g. 911) must be contacted. Ladies and Gentlemen, please render a decision at your upcoming Open Meeting that supports families by denying CenturyLink's application.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/29/2015	Michael Buck	Telephone	Investigation

Entered into the record and docketed.

T-01051B-15-0382

Arizona Corporation Commission Utilities Complaint Form

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 12/29/2015
Opinion Number: 2015 - 128005 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/29/2015 4:08 PM

First Name: Paulette **Last Name:** Pohlmann **Account Name:** Paulette Pohlmann
Address: <<< REDACTED >>>
City: Tempe **State:** AZ **Zip Code:** 85282
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

During the 11 years of phone service with Qwest, the monthly cost of our single landline for dedicated phone service actually dropped by 17%. We also subscribed to Qwest's DSL broadband at an additional and very reasonable monthly cost. All this was delivered with excellence, especially regarding promised broadband speeds and reliability. When Century Link took over as our telephone utility in October 2011, I began to notice, within months, a considerable decline in DSL speed and reliability. I tolerated it until February 2013 when DSL service had become so degenerated that online video clips would refuse to play. It was then that I held my nose and switched to the much reviled Cox for their minimum tier of broadband service that cost me considerably more but at least it worked. The same month that I moved broadband to Cox, I lost the bundling benefits at Century Link and our single telephone service landline jumped from \$13.18/mo to \$21.35/mo. I then noticed slight incremental changes in the landline cost alone over the next several months. Bottom line is that since Century Link took over from Qwest our monthly cost for a single landline has increased 240%. We are now paying \$31.75 a month for one lousy line that's been in place unchanged for 24 years. Don't get me going on Cox that has increased its monthly cost for the next to minimum tier of television services ONLY some 145% over the past 20 years. The commercial-free pay TV promise is now one of the most egregious lies in so-called public utility history. Given this history, when I received a letter from you recently asking for public comment on Century Link's application request to raise our landline rates yet once again to pay for their pitiful lack of stature and integrity as a public utility, I finally decided to make the time and effort to put my experience and reason for complaint into the public record. I'm sick and tired of dealing with dispassionate and self-serving monopolies when it comes to landline telephone and cable television services. All I can say is thank God we live in SRP's service area and the City of Tempe which are both models of municipal service. Thank you for the opportunity to comment.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/29/2015	Michael Buck	Telephone	Investigation
Entered into the record and docketed.			

Date:	Analyst:	Submitted By:	Type:
12/29/2015	Michael Buck	Telephone	Investigation
Inquiry No. 128092 sent to Company.			

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 12/29/2015
Opinion Number: 2015 - 128093 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/29/2015 4:41 PM

First Name: Bobie J. **Last Name:** King **Account Name:** Bobie J. King
Address:
City: **State:** **Zip Code:**
Home: <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

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

This request by CenturyLink is over the top. This Company is never content and is always wanting more. Please do not grant their request. Thank you.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
12/29/2015	Michael Buck	Telephone	Investigation

Entered into the record and docketed.

T-01051B-15-0382

Arizona Corporation Commission Utilities Complaint Form

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 12/29/2015
Opinion Number: 2015 - 128030 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/29/2015 8:51 AM

First Name: Jane **Last Name:** Barlow **Account Name:** Jane Barlow
Address: <<< REDACTED >>>
City: sun city west **State:** AZ **Zip Code:** 85375
Home: <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

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

NO RATE INCREASE. Charging us to move something they can't even tell us to where or what it was they moved the object? NO. There are already enough taxes on the phone bill. Stop This!! Century Link/Qwest gives the WORST customer service on the planet. No More Increases For Them!!! I have been on hold for over 20 minutes several times to ask them about my bill and the increases . . . they do not care about their customers.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/29/2015	Michael Buck	Telephone	Investigation

Entered for the record and docketed.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 12/29/2015
Opinion Number: 2015 - 128015 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/29/2015 8:47 AM

First Name: James **Last Name:** Britt **Account Name:** James Britt
Address: <<< REDACTED >>>
City: Scottsdale **State:** AZ **Zip Code:** 85258
Work: <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

I oppose this increase. The documents describe a permanent increase to cover unspecified costs to CenturyLink. Lacking details of these costs the request is just too vague to be considered. More to the point, if CenturyLink finds that operating their business has become more expensive they should first consider altering salaries or reducing operating inefficiencies. A last resort would be raising the explicit cost of their services. This, while undesirable to customers, would at least make it easier for consumers when comparing the prices of competing telecommunications companies. Additional fees (such as is being proposed) tend to get buried in the fine print. Price hikes should be transparent and obvious.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/29/2015	Michael Buck	Telephone	Investigation

Entered into the record and docketed.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 12/28/2015
Opinion Number: 2015 - 128016 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 2:53 PM

First Name: Steve **Last Name:** Wagner **Account Name:** Steve Wagner
Address: <<< REDACTED >>>
City: gilbert **State:** AZ **Zip Code:** 85296
Home: <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

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

Vote "NO" on T-01051B-15-0382 CenturyLink rate increase. In lieu of charging customers more money, CenturyLink should become more efficient at their operations. Cut costs, stop buying new vehicles, stop with all the annoying commercials, innovate, make do with less. They rest of us have to live this way, most other companies have to operate this way. Learn to be LEAN, efficient and innovative. Each rate increase drives customers away. If you need funds to relocate facilities, you should have saved previous profits for this purpose. It is truly shameful that CenturyLink has the temerity to even ask, as a regulated monopoly, for this rate increase. NO, NO, and NO again.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/28/2015	Michael Buck	Telephone	Investigation

Entered into the record and docketed.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 12/28/2015
Opinion Number: 2015 - 128014 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 2:31 PM

First Name: Lon **Last Name:** Anderson **Account Name:** Lon Anderson
Address: <<< REDACTED >>>
City: Prescott **State:** AZ **Zip Code:** 86305
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

I am opposed to the rate increase for "Facility Relocation Charges" for Centurylink. We have been customers for almost 30 years prior to Centurylink buying Qwest. Not only have there been no improvements, but other providers of fiber optic and high speed internet and phone have bypassed this area because it is "served". Fiber optic was run right past our neighborhood all the way to Seligman and Bagdad. Our area is in a dead zone for cell phone service. As an electrician, I have to maintain a land line in addition to a cell phone while on the job. We are forced to purchase high cost satellite service for both TV and internet. My wife called Centurylink a couple of times to see if they planned on any upgrades to the system in our area and received the run around. I left a message with the folks who were supposedly in charge of planning and development and not one person returned my call. I am strongly opposed to paying and additional fee when we will see no benefit from the charge. I am assuming this statement is being given to all parties as directed through this online submission. Thank you in advance for your consideration.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/28/2015	Michael Buck	Telephone	Investigation

Entered for the record and docketed.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 12/28/2015
Opinion Number: 2015 - 128010 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 2:19 PM

First Name: Marlene **Last Name:** Cosand **Account Name:** Marlene Cosand
Address: <<< REDACTED >>>
City: Cornville **State:** AZ **Zip Code:** 86325
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

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

I object to the rate hike for century Link. It is their choice to move locations why should the consumers have to pay. No one pays for my choice to change locations. In fact they charge me more to move.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/28/2015	Michael Buck	Telephone	Investigation

Entered into the record and docketed.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Jenny Gomez **Phone:** <<< REDACTED >>> **Opinion Date:** 12/31/2015
Opinion Number: 2015 - 128142 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/31/2015 7:39 AM

First Name: Valerie **Last Name:** Gardner **Account Name:** Valerie Gardner
Address: <<< REDACTED >>>
City: Mesa **State:** AZ **Zip Code:** 85206
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

I recently received the Maximum Rates for CenturyLink Facility Relocation Charges and I have to tell you that I am sick and tired of everyone's costs being dumped on me. How about Century Link cutting costs on their end to re coupe the money? How about they look at their books and see if they can make up the money on their end instead of throwing it back at the consumer. I'm tired of it. I'm already being overcharged for what I'm getting from them in the first place and now they want more money? Sickening.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Trish Meeter **Phone:** <<< REDACTED >>> **Opinion Date:** 12/30/2015
Opinion Number: 2015 - 128139 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/30/2015 4:40 PM

First Name: Richard **Last Name:** Barker **Account Name:** Richard Barker
Address: <<< REDACTED >>>
City: Phoenix **State:** AZ **Zip Code:** 85017
Home: <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

Docket Number: T-01051B-15-0382

OPPOSED

He is under the impression that relocation costs are covered by the state, county or federal agencies, and would like to have this verified.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Trish Meeter

Phone: <<< REDACTED >>>

Opinion Date: 12/29/2015

Opinion Number: 2015 - 128038

Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed

Closed Date: 12/30/2015 10:56 AM

First Name: M.

Last Name: Canzoneri, PHD

Account Name: M. Canzoneri, PHD

Address: <<< REDACTED >>>

City: Phoenix

State: AZ

Zip Code: 85044

Home: <<< REDACTED >>>

Email: <<< REDACTED >>>

Company: CenturyLink * Qwest

For Assignment

Email: <<< REDACTED >>>

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

Corporate profits motivated the decision to increase the service lines. NOT public sentiment. NO Way! NO how! The public did not request the increase in service lines. So...NO!! NO!! NO!!!! NO increase to phone fees!!!!!!

Phone call taken as well as web submission for these concerns.

Docketed on behalf of customer.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Michael Buck **Phone:** 602-364-1065 **Opinion Date:** 12/29/2015
Opinion Number: 2015 - 128037 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/29/2015 9:57 AM

First Name: Lorena **Last Name:** Tennant **Account Name:** Lorena Tennant
Address: 17390 e. Meadow Ln
City: Mayer **State:** AZ **Zip Code:** 86333
Cell: (928) 442-6166 **Email:** firequeenlolo@sbcglobal.net

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

Docket Number: T-01051B-15-0382 **Docket Position:** Against
I am against customers having to pay to have the facility moved.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/29/2015	Michael Buck	Telephone	Investigation

Entered into the record and docketed.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Jenny Gomez **Phone:** <<< REDACTED >>> **Opinion Date:** 12/31/2015
Opinion Number: 2015 - 128131 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/31/2015 8:08 AM

First Name: Timothy **Last Name:** Campbell **Account Name:** Timothy Campbell
Address: <<< REDACTED >>>
City: Prescott **State:** AZ **Zip Code:** 86301
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone
For Assignment **Email:** <<< REDACTED >>>

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

Having received the insert dated December 15, 2015 in the mail, I am interested in why such a tariff is needed. The mailing is of little value in truly advising customers of why such a tariff is needed. First, CenturyLink should be more transparent in informing customers of specific costs to be recovered, what are "mandated government related facility moves" and which government entity or entities determine(s) what facilities need to be moved, the process for such determination, etc. Even the filing with the AZCC provides little information as to the financial impact on CenturyLink under current practice and what it might be if the proposed tariff were approved. CenturyLink should be required to provide detailed justification for its proposed action. Furthermore, I am interested in learning what the impact of such "mandated government related facility moves" are on the customers of CenturyLink. Who pays for these costs now, what do they amount to over the past several years (i.e., for each year 2010 through 2015), and how often these moves mandated by government and does CenturyLink have an appeal available. Imposing a new surcharge on customers where there is little or no apparent benefit or impact on customers seems unreasonable and the Arizona Corporation Commission should reject this filing.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/31/2015	Jenny Gomez	Telephone	Investigation

Reference complaint number 128144 sent to CL to answer customer's questions. Closed

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Opinion Date:** 12/30/2015
Opinion Number: 2015 - 128132 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/30/2015 4:13 PM

First Name: Mr. **Last Name:** Ranus **Account Name:** Mr. Ranus
Address:
City: **State:** **Zip Code:**
Cell: <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone
For Assignment **Email:** <<< REDACTED >>>

Nature Of Opinion

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

Caller wanted to discuss the Facility Relocation Charges and he is totally against this charge. Why should consumer have to pay to relocate their lines? No one helped him when he had to relocate. this is unfair and is opposed to it. This fee is going to have a lot of landline consumers cancel the services and go to cellphone services.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/30/2015	Carmen Madrid	Telephone	Investigation
opinion noted and docketed. closed			

T-01051B-15-0382

Arizona Corporation Commission Utilities Complaint Form

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Opinion Date:** 12/30/2015
Opinion Number: 2015 - 128135 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/30/2015 4:21 PM

First Name: Carmen **Last Name:** Turner **Account Name:** Carmen Turner
Address:
City: **State:** **Zip Code:**
Home: <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone
For Assignment **Email:** <<< REDACTED >>>

Nature Of Opinion

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

Caller received the CenturyLink notification regarding the Facility Relocation charges and is totally against it. Vote NO to the fee.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/30/2015	Carmen Madrid	Telephone	Investigation
opinion noted and docketed. closed			

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Jenny Gomez **Phone:** <<< REDACTED >>> **Opinion Date:** 12/30/2015
Opinion Number: 2015 - 128116 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/30/2015 12:35 PM

First Name: Laura **Last Name:** Rhoden **Account Name:** Laura Rhoden
Address: <<< REDACTED >>>
City: Prescott **State:** AZ **Zip Code:** 86303
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

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

I oppose CenturyLink's application for another add-on fee. I have not replicated the fruitless calls that other customers have reported, but given my past experience with CenturyLink's "customer service", I can well believe the lack of knowledge and respect that they report. CenturyLink has not presented any information to justify their request to collect more money from their customer base; without that information, this appears to be a case of ADP (additional dealer profit).

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/30/2015	Jenny Gomez	Telephone	Investigation

Noted and filed for the record in Docket Control. Closed

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Jenny Gomez **Phone:** <<< REDACTED >>> **Opinion Date:** 12/30/2015
Opinion Number: 2015 - 128122 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/30/2015 12:58 PM

First Name: Lorraine **Last Name:** Baldel **Account Name:** Lorraine Baldel
Address: <<< REDACTED >>>
City: Sun City West **State:** AZ **Zip Code:** 85335
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

Docket No. T-1051B-15-0382 - If this Facility Relocation charge is approved, I will cancel my service and rely upon my cell phone. I have been monitoring my phone bill since 6/14/13 (at that time my monthly service charge was \$13.18; taxes, etc. were \$9.54 totaling \$22.72) Two years and 7 months later my monthly service charge is \$16.47/taxes, etc. are \$10.84 totaling \$27.31. Another increase will bring my monthly charges to approximately \$30 for a phone I could do without. I would like to know how long CenturyLink will be in business if all the cell users who also have home phones decide it is an expense which can be eliminated. I am now on a fixed income and could find better ways to spend an \$360 a year. As it now stands the taxes/additional charges to my monthly statement increase my statement by 1/3. We are being taxed to death. It is time that CenturyLink dig into their profits and pay the mandated government related facility moves out of their pocket and not the pockets of their customers. My expenses have also increased this year but whom can I turn to for a hand out? Social Security isn't listening to me! No increase to my income this year! I URGE YOU TO DENY THE APPLICATION FOR CENTURYLINK RELOCATION CHARGES. Thank you.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/30/2015	Jenny Gomez	Telephone	Investigation

Noted and filed for the record in Docket Control. Closed

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Trish Meeter **Phone:** <<< REDACTED >>> **Opinion Date:** 12/30/2015
Opinion Number: 2015 - 128110 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/30/2015 10:43 AM

First Name: Dean **Last Name:** Sjogren **Account Name:** Dean Sjogren
Address: <<< REDACTED >>>
City: Tucson **State:** AZ **Zip Code:** 85743
Home: <<< REDACTED >>>

Company: CenturyLink * Qwest

Nature Of Opinion

Docket Number: T-01051B-15-0382

Customer opposed to the relocation Charges application.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/30/2015 docketed	Trish Meeter	Telephone	Investigation

T-01051B-15-0382

Arizona Corporation Commission Utilities Complaint Form

Investigator: Jenny Gomez **Phone:** <<< REDACTED >>> **Opinion Date:** 12/29/2015
Opinion Number: 2015 - 128081 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Consolidation Opposed **Closed Date:** 12/29/2015 3:14 PM

First Name: Greg **Last Name:** Voeller **Account Name:** Greg Voeller
Address: <<< REDACTED >>>
City: Phoenix **State:** AZ **Zip Code:** 85029

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

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

To: Arizona Corporation Commission

Docket #T-01051B-15-0382

Re: Maximum Rates for CenturyLink facility Relocation Charges.

I am Apposed to any kind of rate Increase. The Consumer seems to absorb to much of companies in general expenses. The common sense I make out of this is CenturyLink wants the Consumer To pay for them to relocate. Tell them to go to www.goFundMe if this is the Case.

Why would I agree with such Brisk when it ends up in Bittersmiths pocket. Just Like getting a dollar taken from you on your bill for Jails! I see the big cable companies heading for proplems. Just provide quality products for the people and quit putting bogus charges on paper saying I owe it.

G. Voeller

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/29/2015	Jenny Gomez	Telephone	Investigation

Enter for the record. Closed

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Jenny Gomez **Phone:** <<< REDACTED >>> **Opinion Date:** 12/29/2015
Opinion Number: 2015 - 128091 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Consolidation Opposed **Closed Date:** 12/29/2015 4:26 PM

First Name: Edith M. **Last Name:** Preckl **Account Name:** Edith M. Preckl
Address: <<< REDACTED >>>
City: Glendale **State:** AZ **Zip Code:** 85301
Home: <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

Docket Number: T-01051B-15-0382

Dec 23, 2015

Sirs:

Just Received notice, dated Dec 15, 2015 that Century Link is asking for Facility Relocation Charges. I have been a customer since 2005 before they bought out Quest.

Century Link keeps raising my bill. I am a senior citizen on Medicare. I don't use my phone much and almost total blind. I can't afford their rates any more. If they get another rate hike then I probably will cancel them.

On my Dec billing Century Link already said they were increasing. Then today 12/22/2015, I received notice that there's a hearing.

Why do the customers have to pay this hike? aren't they responsible. Why always the consumer?

Truly,

Edith M Preckl

Glendale, AZ 85301

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/29/2015	Jenny Gomez	Telephone	Investigation

Staff called MS Preckl and she stated that she would like her opinion filed for the record.

Filed for the record in Docket Control. Closed

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 12/29/2015
Opinion Number: 2015 - 128089 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/29/2015 3:01 PM

First Name: Terry **Last Name:** n/a **Account Name:** Terry n/a
Address:
City: Peoria **State:** AZ **Zip Code:**

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

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

Caller is opposed to the proposed rate increase.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/29/2015	Deborah Reagan	Telephone	Investigation

Comments entered for the record and filed with Docket Control.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Opinion Date:** 12/29/2015
Opinion Number: 2015 - 128085 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/29/2015 2:38 PM

First Name: Randy **Last Name:** Braunm **Account Name:** Randy Braunm
Address: <<< REDACTED >>>
City: Scottsdale **State:** AZ **Zip Code:** 85258
Work: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone
For Assignment **Email:** <<< REDACTED >>>

Nature Of Opinion

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

Century link already charges many fees associated with this type of transaction. While it is understandable to want to pass business costs on to their consumers, CenturyLink has provided consistently poor service and fails to deliver on many of their commitments to us as a client. It seems unreasonable to charge a higher fee without actually providing any additional service or showing why their costs have increased necessitating this additional fee. While the fee does seem to be a trivial amount, it quickly adds up for large businesses and may prove to be a deterrent to relocating the business, impacting the attractiveness of business in the area.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/29/2015	Carmen Madrid	Telephone	Investigation
opinion noted and docketed. closed			

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Trish Meeter **Phone:** <<< REDACTED >>> **Opinion Date:** 12/30/2015
Opinion Number: 2015 - 128126 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/30/2015 1:34 PM

First Name: Nancy **Last Name:** Stark **Account Name:** Arthur Stark
Address: <<< REDACTED >>>
City: Apache Junction **State:** AZ **Zip Code:** 85119
Home: <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

Docket Number: T-01051B-15-0382

Caller opposed to relocation charges increase.

Date:	Analyst:	Investigation	Type:
12/30/2015	Trish Meeter	Submitted By: Telephone	Investigation
docketed			

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Opinion Date:** 12/31/2015
Opinion Number: 2015 - 128151 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/31/2015 10:37 AM

First Name: Jack **Last Name:** McGowan **Account Name:** Jack McGowan
Address:
City: Sahuarita **State:** AZ **Zip Code:**

Company: CenturyLink * Qwest **Division:** Telephone
For Assignment **Email:** <<< REDACTED >>>

Nature Of Opinion

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

Caller is opposed to the Facilities Relocation Cost Recovery Surcharge. Why should customers pay to have the company's lines moved.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/31/2015	Carmen Madrid	Telephone	Investigation

opinion noted and docketed. closed

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Richard Martinez **Phone:** <<< REDACTED >>> **Opinion Date:** 12/31/2015
Opinion Number: 2015 - 128143 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/31/2015 8:31 AM

First Name: eldon **Last Name:** henninger **Account Name:** eldon henninger
Address: <<< REDACTED >>>
City: glendale **State:** AZ **Zip Code:** 85308
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: CenturyLink * Qwest
For Assignment **Email:** <<< REDACTED >>>

Nature Of Opinion

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

Please vote NO on this. They are just trying to pick the pockets of the customers and pad their bottom line. This facility relocation cost recovery charge is just a fancy way of trying to pass on some of the cost of doing business. My neighbors and I have gotten rid of COX because they got too big for their britches and Centurylink will soon price themselves out of my house also. VOTE NO!!!. thank you

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/31/2015	Richard Martinez	Telephone	Investigation

Opinion noted and docketed

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 12/29/2015
Opinion Number: 2015 - 128032 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/29/2015 10:04 AM

First Name: Marilyn A **Last Name:** Burkett **Account Name:** Marilyn A Burkett
Address: <<< REDACTED >>>
City: Maricopa **State:** AZ **Zip Code:** 85138
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

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

It seems to me that CenturyLink makes more than enough profit from all of its customers in the past and the present. They should well be able to afford mandates from the government. In order to operate they should be prepared for taxes from the government and not have to pass them on to the consumer all the time. CenturyLink gives a dividend with its stock....if they can afford dividends they can afford tax increases by the government. It is not fair that customers bear the burden of cost overruns for CenturyLink.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/29/2015	Michael Buck	Telephone	Investigation

Entered into the record and docketed.

T-01051B-15-0382

Arizona Corporation Commission Utilities Complaint Form

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 12/29/2015
Opinion Number: 2015 - 128051 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/29/2015 10:07 AM

First Name: Robert **Last Name:** Mutchek **Account Name:** Robert Mutchek
Address: <<< REDACTED >>>
City: Phoenix **State:** AZ **Zip Code:** 85044
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

I am opposed to the requested tariff/tax Qwest is requesting for facilities relocation. I have seen no specific details that any government entity has mandated relocation of any facilities to support this request. Show us the cost being incurred or to be incurred. And I have seen no intend mentioned by Qwest that such relocation will occur or cost that are being incurred. Use of public right-of-way for installation of Qwest facilities has cost Qwest nothing. From my perspective this is just a grab for money by a company whose service is already poor. I have accepted lesser service with already unreasonable taxes imposed to try any continue my loyalty to Qwest as opposed to moving to services with cable companies. My continued use of a land line can easily be replaced. I request the commission refuse this baseless request for more money by Qwest. I also suggest Qwest think hard about the long term loss of more of its' loyal customers due to such poorly thought out grabs for money. Qwest do the math. Is losing me as a customer at \$130/month in revenue worth \$1 per month in increased revenue from taxes? Sincerely, Robert Mutchek

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/29/2015	Michael Buck	Telephone	Investigation

Entered into the record and docketed.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 12/29/2015
Opinion Number: 2015 - 128058 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/29/2015 3:25 PM

First Name: Earles **Last Name:** McCaul **Account Name:** Earles McCaul
Address: <<< REDACTED >>>
City: Tucson **State:** AZ **Zip Code:** 85742
Home: <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

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

Regarding the CenturyLink application for "facility relocation charges," I find the following points unsubstantiated and thus I am AGAINST this docket (AZ Docket No. T-01051B-15-0382): 1) Statement "...to allow recovery for unreimbursed costs associated with mandated government related facility moves." made without direct reference to WHICH government (City, County, State or Federal). Who decides what's unreimbursed? A BLANKET method of passing ANY 'governmental' tinged costs to the customers whether actually " valid cost of doing business" or not? 2) Statement "...or any other governmental entity of any kind." which implies BLANKET coverage to ANY entity calling itself 'governmental'. 3) This application SEEMS to be pre-emptive in nature -- the predecessor foundation for future "hikes" -- without CURRENT justification. 4) Section (2) Competitive Exchange and Network Services; (2.6) Special Taxes, Fees, Charges; (B) Facility Relocation Cost Recovery Fee. Does this application attempt to SHIFT industry-common CenturyLink "business" development/upgrade/expansion network facility/infrastructure costs from "normal operating" into a customer-paid KITTY for anything having a 'governmental' working title? 5) To be clear, while this CenturyLink application MAY ultimately be benign, as currently described and documented, it is NEITHER justifiable nor supportable by me.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/29/2015	Michael Buck	Telephone	Investigation

Entered into the record and docketed.
