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Arizona Corporation Commis
Utilities Complaint Form

Investigator: Deborah Reagan Phone: <<< REDACTED >>> Opinion Date: 1/6/2016
Opinion Number: 2016 - 128223 Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed Closed Date: 1/6/2016 9:26 AM

First Name: Ulrich K Last Name: Patalong Account Name: Ulrich K Patalong
Address: <<< REDACTED >>>
City: Yuma State: AZ Zip Code: 85364
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Company: CenturyLink * Qwest Division: Telephone

Nature Of Opinion

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

Dear Sirs, If I look at my monthly bill I find more related charges than the actual charge for a Home Phone. CenturyLink just added another monthly charge called Interstate Services Fee in the amount of \$ 2,99 + another cent for Federal Regulatory Recovery. When will this ever end? In the past when I ask for information about some of those related charges I always were told I would have to ask the Government for explanation. Research on the Internet led to the realization that I was simply lied to. The charge in question was allowed but each Phone company had the freedom to set an amount within limits or not bill it at all. CenturyLink of course charged the maximum. In short, I think on my Phone Bill should only be one charge, namely the one for the Home Phone plus applicable taxes. If CenturyLink thinks a Home Phone has to cost more than the current \$ 16.47, so be it, but they shouldn't be allowed to hide the cost for a phone line behind so called related charges. No one expects by buying a book for \$ 8.99 to be charged \$ 16.47 for example at the checkout. Sincerely Ulrich Patalong

Investigation
Date: 1/6/2016 Analyst: Deborah Reagan Submitted By: Telephone Type: Investigation

Comments entered for the record and filed with Docket Control.

Arizona Corporation Commission
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