

ORIGINAL

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0000167995

ARIZONA CORPORATION COMMISSION

RECEIVED
AZ CORP COMMISSION
DOCKET CONTROL

2015 DEC 29 AM 9 56

To: Docket Control

RE: CenturyLink*Qwest

Docket No. T-01051B-15-0382

Please docket the attached 37 customer comments OPPOSING the above filed case.

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

Arizona Corporation Commission
DOCKETED

DEC 29 2015

Filed by: Utilities Division – Consumer Services

DOCKETED BY	NA
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T-01051B-15-0382

Arizona Corporation Commission Utilities Complaint Form

Investigator: Tom Davis **Phone:** <<< REDACTED >>> **Opinion Date:** 12/24/2015
Opinion Number: 2015 - 127989 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/24/2015 11:58 AM

First Name: Murle **Last Name:** Case **Account Name:** Murle Crow
Address: <<< REDACTED >>>
City: Sun City **State:** AZ **Zip Code:** 85373
Home: <<< REDACTED >>>

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

Nature Of Opinion

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

Customer states that CenturyLink service has been extremely poor When you call the Company they often cannot assist you. Customer is very much opposed to any additional fees for CenturyLink.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
12/24/2015	Tom Davis	Other	Investigation
Entered for the record and docketed.		CLOSED	

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Opinion Date:** 12/24/2015
Opinion Number: 2015 - 127983 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/24/2015 11:25 AM

First Name: Ken **Last Name:** Kozea **Account Name:**
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

Consumer received notice from CenturyLink regarding the Facility Relocation Cost Recovery Fee and is against it. How much more will this company want from its consumers. Totally against this fee.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Opinion Date:** 12/24/2015
Opinion Number: 2015 - 127988 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/24/2015 11:44 AM

First Name: Mary **Last Name:** Bakke **Account Name:**
Address:
City: **State:** **Zip Code:**

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

Nature Of Opinion

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

Consumer received notice from CenturyLink regarding the Facility Relocation Cost Recovery Fee and is against it.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Opinion Date:** 12/24/2015
Opinion Number: 2015 - 127987 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/24/2015 11:45 AM

First Name: Teresa **Last Name:** Pinter **Account Name:** Teresa Pinter
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

Century Link already is making huge profits and should not be allowed to continue to take advantage of its customers by charging them for a facility relocation - we are already contributing to this by their high fees and lack of commitment to ensure customers get a decent product for a reasonable charge.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/24/2015	Carmen Madrid	Telephone	Investigation

opinion noted and filed. closed

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Opinion Date:** 12/24/2015
Opinion Number: 2015 - 127986 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/24/2015 11:30 AM

First Name: Barbara **Last Name:** Funk **Account Name:**
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

Consumer received notice from CenturyLink regarding the Facility Relocation Cost Recovery Fee and is against it. This is ridiculous that the consumers now have to pay for moving their lines.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Opinion Date:** 12/24/2015
Opinion Number: 2015 - 127975 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/24/2015 10:54 AM

First Name: Patricia **Last Name:** Kitteruti **Account Name:** Patricia Kitteruti
Address:
City: Gilbert **State:** AZ **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

Consumer received notice from CenturyLink regarding the Facility Relocation Cost Recovery Fee and is against it. Centurylink will be losing a lot of landline customers. This is excessive and it will be an injustice if the ACC approves this.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Opinion Date:** 12/24/2015
Opinion Number: 2015 - 127976 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/24/2015 11:00 AM

First Name: Mr & Mrs. Vernon **Last Name:** Jones **Account Name:**
Address:
City: Glendale **State:** AZ **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

Consumer received notice from CenturyLink regarding the Facility Relocation Cost Recovery Fee and is against it. She has been a customer for a very long time she is 71 years old. She states that she knows the company is not short of money.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Opinion Date:** 12/24/2015
Opinion Number: 2015 - 127978 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/24/2015 11:03 AM

First Name: Bob **Last Name:** Pierson **Account Name:**
Address:
City: **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

Consumer received notice from CenturyLink regarding the Facility Relocation Cost Recovery Fee and is against it. This is unwarranted and should not be permitted.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Opinion Date:** 12/24/2015
Opinion Number: 2015 - 127974 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/24/2015 10:51 AM

First Name: Michael **Last Name:** Langston **Account Name:**
Address:
City: Scottsdale **State:** AZ **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

Consumer received notice from CenturyLink regarding the Facility Relocation Cost Recovery Fee and is 100% against it. He has a STRONG NO!!!!

T-01051B-15-0382

Arizona Corporation Commission Utilities Complaint Form

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Opinion Date:** 12/24/2015
Opinion Number: 2015 - 127969 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/24/2015 10:35 AM

First Name: Teri **Last Name:** Leibforth **Account Name:** Teri Leibforth
Address: <<< REDACTED >>>
City: Clarkdale **State:** AZ **Zip Code:** 86324
Home: <<< REDACTED >>>

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

Nature Of Opinion

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

Century Link has already raised our phone line charge by \$3 this year, 2015 - a total of \$36. To raise our line charge by another \$3 means that Century Link will charge us an additional \$36 - that's \$72 extra for one year! People like us on fixed pension/social security do not have this extra money to pay Century Link to make ever-increasing profit for itself.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/24/2015	Carmen Madrid	Telephone	Investigation

Opinion noted and filed in Docket No. T-1051B-15-0382. closed

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Opinion Date:** 12/24/2015
Opinion Number: 2015 - 127973 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/24/2015 10:39 AM

First Name: Darrell **Last Name:** McCarty **Account Name:** Darrell McCarty
Address:
City: Prescott Valley **State:** AZ **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

Consumer received notice from CenturyLink regarding the Facility Relocation Cost Recovery Fee and is 100% against it.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
12/24/2015	Carmen Madrid	Telephone	Investigation

Opinion noted and filed in Docket No. T-01051B-15-0382. closed

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 12/24/2015
Opinion Number: 2015 - 127977 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/24/2015 11:04 AM

First Name: Karen **Last Name:** Danialson **Account Name:** Karen Danialson
Address: <<< REDACTED >>>
City: Scottsdale **State:** AZ **Zip Code:** 85251
Home: <<< REDACTED >>>

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

Nature Of Opinion

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

I already pay \$45.82 for basic phone service. CenturyLink's phone service is terrible. I live in Scottsdale and all the Company's lines need to be replaced. I am 100% opposed to this increase.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/24/2015	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:** 12/24/2015
Opinion Number: 2015 - 127967 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/24/2015 9:06 AM

First Name: Phylis **Last Name:** Barnovitz **Account Name:** Phylis Barnovitz
Address: <<< REDACTED >>>
City: Phoenix **State:** AZ **Zip Code:** 85086
Home: <<< REDACTED >>>

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

Nature Of Opinion

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

Concerning CenturyLink's request. As a consumer I do not feel that it is right that this cost be passed on to the customers. I pays enough for phone service already. It is not fair that we have to bear the brunt of this cost. Please do not approve this charge.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/24/2015	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:** 12/24/2015
Opinion Number: 2015 - 127971 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/24/2015 10:28 AM

First Name: Bonnie **Last Name:** Amundson **Account Name:** Bonnie Amundson
Address: <<< REDACTED >>>
City: Prescott **State:** AZ **Zip Code:** 86301
Home: <<< REDACTED >>>

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

Nature Of Opinion

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

NO RAISE. LIMITED INCOME.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/24/2015	Michael Buck	Telephone	Investigation

Entered for the record and docketed.

T-01051B-15-0382

Arizona Corporation Commission Utilities Complaint Form

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Opinion Date:** 12/24/2015
Opinion Number: 2015 - 127966 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/24/2015 9:28 AM

First Name: Bill **Last Name:** Gates **Account Name:** Bill Gates
Address: <<< REDACTED >>>
City: Sun Lakes **State:** AZ **Zip Code:** 85248
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 request for a "Facility Relocation Cost Recovery Surcharge." This appears to be nothing more than creation of a slush fund to cover POTENTIAL costs incurred by government-ordered facilities or infrastructure relocations. The fee on phone service subscribers would be a minimum of \$12 a year to a maximum of \$36 a year per line, under the request. Relocation costs—temporary or permanent—have been part of the way utilities operate since the beginning. Given the long track record, they are reasonably predictable and certainly built into CenturyLink's costs of doing business, and are already covered under the current rate structure. Should CenturyLink incur an extraordinary cost related to a specific government-mandated move or series of moves, the company should be permitted to seek a short-term fee to recover the costs. But some vague reference to unspecified moves that may or may not occur is NO JUSTIFICATION for imposing a new, open-ended tax, fee, tariff or "surcharge" on consumers. I urge the Commissioners to halt this consumer rip-off, which CenturyLink and its parent company, Qwest, seek to slip in. Some Christmas present from our phone provider!

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/24/2015	Carmen Madrid	Telephone	Investigation
Opinion noted and filed in Docket No. T-01051B-15-0382. closed			

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Opinion Date:** 12/24/2015
Opinion Number: 2015 - 127961 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/24/2015 9:30 AM

First Name: Kathy **Last Name:** Kalamasz **Account Name:** Kathy Kalamasz
Address: <<< REDACTED >>>
City: Phoenix **State:** AZ **Zip Code:** 85027
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

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

I received a letter regarding the increase in rates due to Facility Relocation Charges, and I am against this raise I do not agree for a rate hike for your move!!!!

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/24/2015	Carmen Madrid	Telephone	Investigation

Opinion noted and filed in Docket No. T-01051B-15-0382. closed

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Tom Davis **Phone:** <<< REDACTED >>> **Opinion Date:** 12/24/2015
Opinion Number: 2015 - 127972 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/24/2015 10:16 AM

First Name: Leslie **Last Name:** Craw **Account Name:** Leslie Craw
Address:
City: **State:** **Zip Code:**
Home: <<< REDACTED >>>

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

Nature Of Opinion

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

Customer is opposed to the proposed Facility Relocation fee. She feels that this is a cost of doing business.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/24/2015	Tom Davis	Telephone	Investigation

Entered for the record and docketed CLOSED

Arizona Corporation Commission Utilities Complaint Form

Investigator: Richard Martinez **Phone:** <<< REDACTED >>> **Opinion Date:** 12/23/2015
Opinion Number: 2015 - 127952 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/23/2015 4:23 PM

First Name: Ruth **Last Name:** Thomas **Account Name:** Ruth Thomas
Address: <<< REDACTED >>>
City: Sierra Vista **State:** AZ **Zip Code:** 85635

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

Nature Of Opinion

Customer is against the proposed increase in this docket T-01051B-15-0382.
If Century Link goes through and receives this proposal customer will leave this company immediately.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
12/23/2015	Richard Martinez	Telephone	Investigation

Comments noted for the record and docketed.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Al Amezcua **Phone:** <<< REDACTED >>> **Opinion Date:** 12/23/2015
Opinion Number: 2015 - 127948 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/23/2015 3:46 PM

First Name: ELva **Last Name:** Bernal **Account Name:** ELva Bernal
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

Spanish Speaking customer.

Say NO to the increase this is not right for all customers of CenturyLink.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Al Amezcua **Phone:** <<< REDACTED >>> **Opinion Date:** 12/23/2015
Opinion Number: 2015 - 127946 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/23/2015 3:41 PM

First Name: Carol **Last Name:** Gonzalez **Account Name:** Carol Gonzalez
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

Per Mrs. Gonzalez, she doesn't agree with the increase. Her phone service keeps going up and up. She feel this is not fair on passing the buck.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/23/2015	Al Amezcua	Telephone	Investigation

Comments noted for the record and docketed. CLOSED.

T-01051B-15-0382

Arizona Corporation Commission Utilities Complaint Form

Investigator: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 12/23/2015
Opinion Number: 2015 - 127940 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/23/2015 3:25 PM

First Name: Lucy **Last Name:** Benavidez **Account Name:** Lucy Benavidez
Address:
City: **State:** **Zip Code:**

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

Nature Of Opinion

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

Caller is 84 years old and is opposed to the requested increase.

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

Comments entered for the record and filed with Docket Control.

Arizona Corporation Commission Utilities Complaint Form

Investigator: Deborah Reagan Phone: <<< REDACTED >>> Opinion Date: 12/23/2015
 Opinion Number: 2015 - 127932 Priority: Respond within 5 business days
 Opinion Codes: Rate Case Items - Opposed Closed Date: 12/23/2015 3:07 PM

First Name: Sylvia Last Name: Messner Account Name: Sylvia Messner
 Address: <<< REDACTED >>>
 City: Cave Creek State: AZ Zip Code: 85327
 Home: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: CenturyLink * Qwest Division: Telephone

Nature Of Opinion

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

My phone service with Century Link (for internet and land line) has remained the same for MANY years and in the past year my bill has already increased \$3.54 a month for no additional services. This "relocation charge" under this Docket Number should be out of Century Link's pocket. I consider a phone necessary for emergencies (as a senior citizen and otherwise) and it should not be a "luxury" which it is becoming. The cost keeps "inching" up each year (now over \$60 a month) with no opposition possible by the public, whereas people in general are not earning more. This "relocation charge" should be borne by the company. It is just part of owning and having a business. In short, I protest it!

Investigation

Date:	Analyst:	Submitted By:	Type:
12/23/2015	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: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 12/23/2015
Opinion Number: 2015 - 127938 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/23/2015 3:09 PM

First Name: Laura **Last Name:** Dvir **Account Name:** Laura Dvir
Address: <<< REDACTED >>>
City: Scottsdale **State:** AZ **Zip Code:** 85254
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

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

I do not agree with the proposed rate increase. A facility relocation cost per mandated government related facility moves should not be passed on to customers.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/23/2015	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: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 12/23/2015
Opinion Number: 2015 - 127930 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/23/2015 3:05 PM

First Name: Andrew **Last Name:** Nowlin **Account Name:** Andrew Nowlin
Address: <<< REDACTED >>>
City: Gilbert **State:** AZ **Zip Code:** 85295
Home: <<< REDACTED >>>

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

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

Century Link's bills are already too high, and if they are being required to move a facility, that is not a requirement for them to recoup their costs from the customers. We are already taxed to death and billed to death as is with Cable/Telecom companies. Century Link can eat this costs as a tax write off or cut back on the bonuses for the executive board instead of screwing the customers with more fees. Please don't be intimidated by big business lobbyists into screwing over the consumer when they can cut costs, bonuses and have tax write offs.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/23/2015	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: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 12/23/2015
Opinion Number: 2015 - 127924 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/23/2015 3:03 PM

First Name: Delbert **Last Name:** Schreiber **Account Name:** Delbert Schreiber
Address: <<< REDACTED >>>
City: Yuma **State:** AZ **Zip Code:** 85364
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

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

The Facility Relocation Cost should be included in the estimated cost of the project causing the relocation and not to be passed onto the customers of the utility.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/23/2015	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: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 12/23/2015
Opinion Number: 2015 - 127917 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/23/2015 12:11 PM

First Name: Elaine **Last Name:** Whyte **Account Name:** Elaine Whyte
Address: <<< REDACTED >>>
City: Phoenix **State:** AZ **Zip Code:** 85086
Work: <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

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

The service we get at our home can only be provided by CenturyLink. There is no competition for them out in the county islands. The service we receive is deplorable. Calls to customer service go without resolution. Our entire neighborhood complains daily about the quality of what we get compared to what we pay - they do not need any additional funding.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
12/23/2015	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: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 12/23/2015
Opinion Number: 2015 - 127928 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/23/2015 1:49 PM

First Name: Doug **Last Name:** Hughey **Account Name:** Doug Hughey
Address: <<< REDACTED >>>
City: Sun City **State:** AZ **Zip Code:** 85351

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

Nature Of Opinion

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

Commissioners,

Have CenturyLink (CL) take this extra expense out of their profits. The cost of doing business is that when a Company incurs unexpected expenses they pay for it through revenue. Other Company do this way, why not CL. It is not right that the Company places this burden on it customers. Please reject their request.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/23/2015	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:** 12/23/2015
Opinion Number: 2015 - 127926 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/23/2015 1:29 PM

First Name: Shirley **Last Name:** Evens **Account Name:** Shirley Evens
Address: <<< REDACTED >>>
City: Scottsdale **State:** AZ **Zip Code:** 85259
Home: <<< REDACTED >>>

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

Nature Of Opinion

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

I live alone and I am a senior citizen. I live on a fixed income. I use to pay for my phone service \$13.00 a month but now I pay \$27.00 a month. The Company need to find another way to pay for these cost than to place it on the back of their customers.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/23/2015	Michael Buck	Telephone	Investigation

Entered for the record and docketed.

T-01051B-15-0382

Arizona Corporation Commission Utilities Complaint Form

Investigator: Tom Davis	Phone: <<< REDACTED >>>	Opinion Date: 12/23/2015
Opinion Number: 2015 - 127918	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 12/23/2015 11:51 AM	

First Name: Kay	Last Name: Heflin	Account Name: Kay Heflin
Address: <<< REDACTED >>>		
City: Yuma	State: AZ	Zip Code: 85367
Home: <<< REDACTED >>>		

Company: CenturyLink * Qwest	Division: Telephone
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Nature Of Opinion

Docket Number: T-01051B-15-0382	Docket Position: Against
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Customer does not approve of the proposed fee that CenturyLink is requesting.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/23/2015	Tom Davis	Other	Investigation
Entered for the record and docketed. CLOSED			

T-01051B-15-0382

Arizona Corporation Commission Utilities Complaint Form

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 12/23/2015
Opinion Number: 2015 - 127915 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/23/2015 11:01 AM

First Name: Terry **Last Name:** Brown **Account Name:** Terry Brown
Address: <<< REDACTED >>>
City: Mesa **State:** AZ **Zip Code:** 85210
Home: <<< REDACTED >>>

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

Nature Of Opinion

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

I am a 68 year old Veteran and on a fixed income. I already pay \$48.00 a month for phone service to this Company. Please do not allow CenturyLink to place this charge on our backs. Thank you.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/23/2015	Michael Buck	Telephone	Investigation

Entered for the record and docketed.

Arizona Corporation Commission Utilities Complaint Form

Investigator: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 12/23/2015
Opinion Number: 2015 - 127913 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/23/2015 10:48 AM

First Name: Joel **Last Name:** Goldstein **Account Name:** Joel Goldstein
Address: <<< REDACTED >>>
City: Eloy **State:** AZ **Zip Code:** 85131
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

Docket Position: Against

This is a normal cost of doing business, and should not be passed on to the consumers. CenturyLink profits are higher according to the Wall Street Journal. Consumers have very few, and usually no options for landline service. CenturyLink is a monopoly and should be regulated as such. Consumer levels of service from CenturyLink have decreased over the past few years, waiting longer for service representatives when calling them, and much longer for installations, and lengthy times to repair physical telephone location issues. I urge the Arizona Corporate Commission to reject the rate increase. Service and support the consumers of this state, instead of large corporations. Their overall level of service does not justify increased costs to their captive public customers, and increased corporate profits.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/23/2015	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: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 12/23/2015
Opinion Number: 2015 - 127903 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/23/2015 10:20 AM

First Name: Linda **Last Name:** Pearson **Account Name:** Linda Pearson
Address: <<< REDACTED >>>
City: Congress **State:** AZ **Zip Code:** 85332
Home: <<< REDACTED >>> **Work:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

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

I don't think we should have to pay for this. I personally have experienced the worst service ever from CenturyLink. I have been without a phone twice this month. My line always has static so bad I can't talk. I even have had a party line, which I can't hear the other people but the person I'm talking to can. This is what I've been paying for every month now they want more. If the government is mandating as a business they should be responsible not the customers, as I read it. Sincerely

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/23/2015	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: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 12/23/2015
Opinion Number: 2015 - 127909 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/23/2015 10:38 AM

First Name: Don **Last Name:** Wegrzyn **Account Name:** Don Wegrzyn
Address: <<< REDACTED >>>
City: Apache Junction **State:** AZ **Zip Code:** 85120
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

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

Please deny Century Link request to increase our cost to implement a Facility Relocation charge. As a senior living on Social Security that received NO increase this year, Century Links request is ludicrous. These money hungry SOB's need to be corralled.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/23/2015	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: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 12/23/2015
Opinion Number: 2015 - 127910 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/23/2015 10:41 AM

First Name: Larry **Last Name:** Rotsaert **Account Name:** Larry Rotsaert
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

Why is the government mandating "facility moves" of a private "for-profit" business? Why is there no example of the type of situation that is anticipated? It seems that there is something about this application that is not being presented to the public. If a government is requiring an expense by a private company, then the cost should be covered by the benefactor of the government's action.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/23/2015	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: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 12/23/2015
Opinion Number: 2015 - 127904 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/23/2015 10:26 AM

First Name: Marita **Last Name:** Nickerson **Account Name:** Marita Nickerson
Address: <<< REDACTED >>>
City: Tempe **State:** AZ **Zip Code:** 85281
Home: <<< REDACTED >>> **Home Fax:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

RE. DOCKET #T-01051B-15-0382: Century Link customers should not have to foot the bill for a government mandated facility move by Century Link. Century Link is already making lots of profit off of its customers. They can certainly afford to dip into their profits for a relocation. This is very unfair.

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

Comments entered for the record and filed with Docket Control.

Arizona Corporation Commission Utilities Complaint Form

Investigator: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 12/23/2015
Opinion Number: 2015 - 127906 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/23/2015 10:29 AM

First Name: Elgin **Last Name:** Everly **Account Name:** Elgin Everly
Address: <<< REDACTED >>>
City: Yuma **State:** AZ **Zip Code:** 85364
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

Docket Position: Against

Century Link should not be allowed any increase as they already figure into the fees the cost to locate equipment.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/23/2015	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: Tom Davis **Phone:** <<< REDACTED >>> **Opinion Date:** 12/23/2015
Opinion Number: 2015 - 127891 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/23/2015 9:19 AM

First Name: Phillip **Last Name:** Mandel **Account Name:** Phillip Mandel
Address:
City: **State:** **Zip Code:**
Home: <<< REDACTED >>>

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

Nature Of Opinion

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

Customer is opposed to any rate increase for CenturyLink. Rates are already too high and the Company fails to upgrade their network, Internet speeds in particular. Please do not grant their request for this fee.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
12/23/2015	Tom Davis	Other	Investigation

Entered for the record and docketed. CLOSED
