

ORIGINAL

**COMMISSIONERS**  
SUSAN BITTER SMITH – Chairman  
BOB STUMP  
BOB BURNS  
DOUG LITTLE  
TOM FORESE



**ARIZONA CORPORATION COMMISSION**



0000167996

RECEIVED  
AZ CORP COM  
DOCKET CONTROL

2015 DEC 29 AM 8:55

To: Docket Control

RE: CenturyLink\*Qwest

Docket No. T-01051B-15-0382

Please docket the attached 45 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

Arizona Corporation Commission

**DOCKETED**

DEC 29 2015

DOCKETED BY	<i>KA</i>
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T-01051B-15-0382

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Carmen Madrid      **Phone:** <<< REDACTED >>>      **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127873      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Consolidation Opposed      **Closed Date:** 12/22/2015 4:37 PM

---

**First Name:** Patricia      **Last Name:** McCall      **Account Name:** Patricia McCall  
**Address:**  
**City:**      **State:**      **Zip Code:**  
**Home:** <<< REDACTED >>>

---

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

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### Nature Of Opinion

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

Consumer received notice from CenturyLink regarding the Facility Relocation Cost Recovery Fee. She is opposed to this fee.

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Investigation			
Date:	Analyst:	Submitted By:	Type:
12/22/2015	Carmen Madrid	Telephone	Investigation

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

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T-01051B-15-0382

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Carmen Madrid      **Phone:** <<< REDACTED >>>      **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127874      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Consolidation Opposed      **Closed Date:** 12/22/2015 4:38 PM

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**First Name:** Donna      **Last Name:** Miller      **Account Name:**  
**Address:**  
**City:**      **State:**      **Zip Code:**  
**Home:** <<< REDACTED >>>

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

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**Nature Of Opinion**

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

Consumer received notice from CenturyLink regarding the Facility Relocation Cost Recovery Fee. She is opposed to this fee.

T-01051B-15-0382

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Carmen Madrid      **Phone:** <<< REDACTED >>>      **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127875      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Consolidation Opposed      **Closed Date:** 12/22/2015 4:40 PM

---

**First Name:** John      **Last Name:** Hartman      **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. He is opposed to this fee.

# Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Carmen Madrid      **Phone:** 602-542-0848      **Complaint Date:** 12/22/2015  
**Complaint Number:** 2015 - 127866      **Priority:** Respond within 5 business days  
**Complaint Codes:**      Quality of Service - Misinformation      **Closed Date:**  
Rates and Tariffs - Explanation of

---

**First Name:** Forrest      **Last Name:** Buck      **Account Name:** Forrest Buck  
**Address:** 20441 N. 133rd Way  
**City:** Sun City West      **State:** AZ      **Zip Code:** 85375  
**Home:** (623) 546-8791

---

**Company:** CenturyLink \* Qwest      **Division:** Telephone  
For Assignment      uswpuc@centurylink.com

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### Nature Of Complaint

Consumer received the Notice regarding the Facility Relocation Cost Recovery Fee and wants to know what this is for. He call the telephone number for CenturyLink and they don't know what this is about. He wants and explanation what this proposed fee is for.

What is this fee?

Does it involve moving anything since it says "Relocation"?

Can you provide an explanation?

Please contact consumer & respond to ACC

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Investigation			
Date:	Analyst:	Submitted By:	Type:
12/22/2015	Carmen Madrid	Telephone	Investigation
e-mailed to CenturyLink			

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T-01051B-15-0382

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Carmen Madrid      **Phone:** <<< REDACTED >>>      **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127876      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Consolidation Opposed      **Closed Date:** 12/22/2015 4:41 PM

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**First Name:** Francisca      **Last Name:** Salas      **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

Spanish speaking Consumer received notice from CenturyLink regarding the Facility Relocation Cost Recovery Fee. She is opposed to this fee.

T-01051B-15-0382

## Arizona Corporation Commission Utilities Complaint Form

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<b>Investigator:</b> Al Amezcua	<b>Phone:</b> <<< REDACTED >>>	<b>Opinion Date:</b> 12/22/2015
<b>Opinion Number:</b> 2015 - 127869	<b>Priority:</b> Respond within 5 business days	
<b>Opinion Codes:</b> Rate Case Items - Opposed	<b>Closed Date:</b> 12/22/2015 4:02 PM	

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<b>First Name:</b> Dave	<b>Last Name:</b> Von Tersch	<b>Account Name:</b> Dave Von Tersch
<b>Address:</b> <<< REDACTED >>>		
<b>City:</b> Phoenix	<b>State:</b> AZ	<b>Zip Code:</b> 85044
<b>Home:</b> <<< REDACTED >>>	<b>Email:</b> <<< REDACTED >>>	

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

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### Nature Of Opinion

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

**Docket Position:** Against

I am my wife's caregiver and advocate, she has Alzheimer's Dementia and resides in an Assisted Living Memory Care facility, at a cost of nearly \$7,000.00 per month for her residence, care, medications, etc. We are on a fixed income and MUST not allow our expenses to go up. I am not whining, just stating the facts. Please do NOT approve this "Relocation Charge".

T-01051B-15-0382

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Al Amezcua      **Phone:** <<< REDACTED >>>      **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127868      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 12/22/2015 4:01 PM

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**First Name:** Jared      **Last Name:** Thomas      **Account Name:** Jared Thomas  
**Address:** <<< REDACTED >>>  
**City:** Phoenix      **State:** AZ      **Zip Code:** 85014  
**Home:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

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

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**Nature Of Opinion**

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

In reference to docket T-01051B-15-0382 I urge the commissioners to not allow the proposed additional charge to subscribers for unreimbursed costs related to government related facility moves. These costs are a normal part of doing business just like other government related costs and should remain so. The new addition of seperate charges to subscribers is a subterfuge designed only to increase revenue at the expense of subscribers. I request the commissioners to disallow this rate increase. Sincerely, Jared Thomas

T-01051B-15-0382

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Al Amezcua      **Phone:** <<< REDACTED >>>      **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127867      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 12/22/2015 3:49 PM

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**First Name:** Floyd      **Last Name:** Chaffee      **Account Name:** Floyd Chaffee  
**Address:** <<< REDACTED >>>  
**City:** Tonopah      **State:** AZ      **Zip Code:** 85354-7533  
**Cell:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

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

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**Nature Of Opinion**

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

**Docket Position:** Against

Re: Docket No. T-01051B-15-0382 I have no desire to pay any additional monies to an business that already has numerous profitable revenue streams. Let Century Link endeavor to practice some cost cutting measures, before getting more monies from the public.

T-01051B-15-0382

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Al Amezcua      **Phone:** <<< REDACTED >>>      **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127865      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 12/22/2015 3:47 PM

---

**First Name:** James      **Last Name:** Huter      **Account Name:** James Huter  
**Address:** <<< REDACTED >>>  
**City:** Tucson      **State:** AZ      **Zip Code:** 85749  
**Home:** <<< REDACTED >>>

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

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**Nature Of Opinion**

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

**Docket Position:** Against

The customer phone bill is already overburdened with these type of additional fees. How often are there "mandated government related facility moves"? If this fee is even necessary, cost should be recovered after it is incurred by setting a fixed rate amount to pay the expense off and terminate the fee when a particular cost is payed back. There are too many of these fees that just keep going without reason after they get started. Other existing fee(s) should be evaluated and terminated before adding an additional fee burden to the customers. Set a termination date for this fee if it is necessary and set a rate that cannot be raised.

T-01051B-15-0382

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Al Amezcua      **Phone:** <<< REDACTED >>>      **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127856      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 12/22/2015 3:44 PM

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**First Name:** John      **Last Name:** Abel      **Account Name:** John Abel  
**Address:** <<< REDACTED >>>  
**City:** Prescott      **State:** AZ      **Zip Code:** 86305  
**Home:** <<< REDACTED >>>

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

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**Nature Of Opinion**

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

Re: Docket NO.T-1051b-15-0382 I do not believe that a company should charge a customer for a relocation event. This goes against what most people believe is fair and just. I have been with CenturyLink for ten years and find that they believe in profit over people. I am sure they have enough funds for any relocation without changing their customers, Thanks for your time. J Abel

T-01051B-15-0382

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Al Amezcua      **Phone:** <<< REDACTED >>>      **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127851      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 12/22/2015 3:42 PM

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**First Name:** James      **Last Name:** Coggins      **Account Name:** James Coggins  
**Address:** <<< REDACTED >>>  
**City:** Humboldt      **State:** AZ      **Zip Code:** 86329  
**Home:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

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

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**Nature Of Opinion**

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

Had Cox for a very long time and loved it. Can not get it here, so I subscribed to Century Link and am VERY unhappy with it. Very slow, poor customer service and the connection is not secure. Can be read by a third party. Every time I connect with Fire Fox I get notified site is not secure. Tell them NO to a rate hike. Performance equals a rate hike, not the garbage they now serve up!

T-01051B-15-0382

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Al Amezcua      **Phone:** <<< REDACTED >>>      **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127847      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 12/22/2015 3:41 PM

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**First Name:** Jan      **Last Name:** Oxendale      **Account Name:** Jan Oxendale  
**Address:** <<< REDACTED >>>  
**City:** Sun City      **State:** AZ      **Zip Code:** 85373  
**Home:** <<< REDACTED >>>      **Cell:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

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

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**Nature Of Opinion**

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

Century Link charges excessive fees now on their internet services. They require consumers to bundle with home phone service to obtain internet services. They only have one competitor in this area and that is COX, Inc. They don't need to charge additional fees for relocation facilities. It is a cost that should come out of their capital expenses. Please deny their request. Thank you.

T-01051B-15-0382

## Arizona Corporation Commission Utilities Complaint Form

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<b>Investigator:</b> Al Amezcua	<b>Phone:</b> <<< REDACTED >>>	<b>Opinion Date:</b> 12/22/2015
<b>Opinion Number:</b> 2015 - 127846	<b>Priority:</b> Respond within 5 business days	
<b>Opinion Codes:</b> Rate Case Items - Opposed	<b>Closed Date:</b> 12/22/2015 3:39 PM	

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<b>First Name:</b> Karen	<b>Last Name:</b> Hunt	<b>Account Name:</b> Karen Hunt
<b>Address:</b> <<< REDACTED >>>		
<b>City:</b> Prescott Valley	<b>State:</b> AZ	<b>Zip Code:</b> 86314
<b>Home:</b> <<< REDACTED >>>	<b>Email:</b> <<< REDACTED >>>	

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

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### Nature Of Opinion

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

I am against the facility relocation charges. If they want to relocate the century link should pay for it and they have out source the job to some foreign company. I have seen no relocation in my area. I oppose this charge.

T-01051B-15-0382

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Al Amezcua      **Phone:** <<< REDACTED >>>      **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127845      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 12/22/2015 3:38 PM

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**First Name:** Gary      **Last Name:** McGhee      **Account Name:** Gary McGhee  
**Address:** <<< REDACTED >>>  
**City:** Mammoth      **State:** AZ      **Zip Code:** 85618  
**Home:** <<< REDACTED >>>      **Home:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

---

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

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**Nature Of Opinion**

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

Century Link as all utilities never pass up the opportunity to hike the rates/fees for their service. If anything they should be looking for ways to reduce the cost of service. The cost of utilities has never decreased as I can remember. When the cost of survival reaches the point of having to be able to receive basic services or have enough money for food and shelter it is a decision none of us wants to make. Therefore please tell Century Link to take a hike with their request to increase their fees for doing business on the backs of their overburdened customers. Thank you, Gary F. McGhee

T-01051B-15-0382

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Al Amezcua      **Phone:** <<< REDACTED >>>      **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127830      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 12/22/2015 3:33 PM

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**First Name:** Rlc      **Last Name:** Anderson      **Account Name:** Rlc Anderson  
**Address:** <<< REDACTED >>>  
**City:** Tucson      **State:** AZ      **Zip Code:** 85715  
**Home:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

---

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

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**Nature Of Opinion**

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

Why allow CenturyLink to charge everyone a fee forever, regardless of actual cost incurred? From my perspective as a residential customer, this is nothing more than a hidden form of rate increase. It seems more to the point to burden service relocation costs against the city/county/state works project that requires the relocation than to burden every CenturyLink customer with a \$1-\$3 per month forever. Note there is a lot of disagreement around this point, e.g., <http://scholar.valpo.edu/cgi/viewcontent.cgi?article=1436&context=vulr> although, from a guy on the street's perspective, whoever requires the move should pay the toll. Multiply the proposed increase by the number of subscriber lines CenturyLink has, and you'll find millions of additional dollars flowing into CenturyLink's coffers. What bothers me (beyond my wallet) is the lack of any mechanism I could see to ensure those dollars are actually expended for service relocation costs, or that the amount billed is directly tied to such costs (with external to CenturyLink oversight).

T-01051B-15-0382

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Al Amezcua      **Phone:** <<< REDACTED >>>      **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127818      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 12/22/2015 3:31 PM

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**First Name:** John      **Last Name:** Davee      **Account Name:** John Davee  
**Address:** <<< REDACTED >>>  
**City:** Tucson      **State:** AZ      **Zip Code:** 85718  
**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

Century Link is a for profit company which needs to absorb the cost of relocation as part of doing business without charging the customer a special rate increase. Numerous other companies have to absorb relocation cost as part of doing business, let them pay for it from their profits as part of the expense for doing business. I'm sure the company can use it as an expense against their profits. I would understand the request if this were a local or state owned "utility", but it is not! When I review my monthly bill and see the charges, I am AGAINST any cost being added to the customer's bill because of an expense injured as part of doing business. In the event that I misunderstand the charge, I fully blame Century Link for not properly explaining and will still remain AGAINST the Facility Relocation charge requested.

T-01051B-15-0382

## Arizona Corporation Commission Utilities Complaint Form

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<b>Investigator:</b> Al Amezcua	<b>Phone:</b> <<< REDACTED >>>	<b>Opinion Date:</b> 12/22/2015
<b>Opinion Number:</b> 2015 - 127814	<b>Priority:</b> Respond within 5 business days	
<b>Opinion Codes:</b> Rate Case Items - Opposed	<b>Closed Date:</b> 12/22/2015 3:28 PM	

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<b>First Name:</b> Steve	<b>Last Name:</b> Schklair	<b>Account Name:</b> Steve Schklair
<b>Address:</b> <<< REDACTED >>>		
<b>City:</b> Tempe	<b>State:</b> AZ	<b>Zip Code:</b> 85281
<b>Home:</b> <<< REDACTED >>>		

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

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### Nature Of Opinion

<b>Docket Number:</b> T-01051B-15-0382	<b>Docket Position:</b> Against
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Century Link continuously raises my phone rates. I have one land line, and I keep paying more money. This latest scheme is a relocation, this is at their discretion, they do not have to do this by charging more money to their users. They extort more revenue from their customers, it's a travesty. With all their profits they should have a fund to handle this without making us pay for it. Please vote this latest rate hike down, Vote NO.

T-01051B-15-0382

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Michael Buck      **Phone:** <<< REDACTED >>>      **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127871      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 12/22/2015 4:27 PM

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**First Name:** Brian      **Last Name:** Wrapp      **Account Name:** Brian Wrapp  
**Address:** <<< REDACTED >>>  
**City:** Peoria      **State:** AZ      **Zip Code:** 85382  
**Home:** <<< REDACTED >>>

---

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

---

### Nature Of Opinion

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

Commissioners,

Please do not pass this increase to the customers. People are already struggling, we don't need to pay for this Company's inconveniences. Sorry, these cost are a part of doing business. Let someone else pay it. If government request these facilities be moved, let the government pay for it. That's why I pay taxes.

Thank you.

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Investigation			
Date:	Analyst:	Submitted By:	Type:
12/22/2015	Michael Buck	Telephone	Investigation

Entered into the record and docketed.

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T-01051B-15-0382

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Al Amezcua      **Phone:** <<< REDACTED >>>      **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127864      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 12/22/2015 3:16 PM

---

**First Name:** Helen      **Last Name:** Feick      **Account Name:** Helen Feick  
**Address:** <<< REDACTED >>>  
**City:** Phoenix      **State:** AZ      **Zip Code:** 85017

---

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

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**Nature Of Opinion**

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

Per Ms. Feick, she is opposed in full. Centurylink should bare the cost themselves and not pass it on to their customers. Say "NO"

T-01051B-15-0382

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Al Amezcua      **Phone:** <<< REDACTED >>>      **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127813      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 12/22/2015 3:18 PM

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**First Name:** Larry      **Last Name:** Guskjolen      **Account Name:** Larry Guskjolen  
**Address:** <<< REDACTED >>>  
**City:** Willcox      **State:** AZ      **Zip Code:** 85643  
**Home:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

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

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**Nature Of Opinion**

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

Century Link dose not deserve , We live in Willcox and they don't give us fast internet .They adverts it for people up to 20 but here if you get 2 to 2.5 . The re-son is they don't want to spend any money here, But if you live in Tucson or sera Vista you can get it. This is BS we are just 2nd class. I believe a company should be the same for all,not just a few. Thank You

T-01051B-15-0382

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Carmen Madrid    **Phone:** <<< REDACTED >>>    **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127857    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 12/22/2015 2:43 PM

---

**First Name:** Cheryl    **Last Name:** Davis    **Account Name:**  
**Address:**  
**City:**    **State:** AZ    **Zip Code:**

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

---

**Nature Of Opinion**

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

Consumer received notification of the application filed regarding the Facility Relocation Cost Recovery Fee. She is outraged that the company wants another rate hike for this service and is opposed to this increase. The company is already charging high rates.

T-01051B-15-0382

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Carmen Madrid      **Phone:** <<< REDACTED >>>      **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127860      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 12/22/2015 2:46 PM

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**First Name:** Kiyoko      **Last Name:** Kersey      **Account Name:**  
**Address:**  
**City:**      **State:** AZ      **Zip Code:**  
**Home:** <<< REDACTED >>>

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

---

**Nature Of Opinion**

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

Consumer received notification of the application filed regarding the Facility Relocation Cost Recovery Fee. She is outraged that the company wants another rate hike for this service and is opposed to this increase. The company is already charging high rates.

T-01051B-15-0382

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Carmen Madrid      **Phone:** <<< REDACTED >>>      **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127861      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 12/22/2015 2:50 PM

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**First Name:** Ellen      **Last Name:** Russell      **Account Name:**  
**Address:**  
**City:**      **State:** AZ      **Zip Code:**  
**Home:** <<< REDACTED >>>

---

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

---

**Nature Of Opinion**

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

Consumer received notification of the application filed regarding the Facility Relocation Cost Recovery Fee. She is outraged that the company wants another rate hike for this service and is opposed to this increase. The company is already charging high rates.

T-01051B-15-0382

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Carmen Madrid      **Phone:** <<< REDACTED >>>      **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127862      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 12/22/2015 2:52 PM

---

**First Name:** Nancy      **Last Name:** Foster      **Account Name:**  
**Address:**  
**City:**      **State:** AZ      **Zip Code:**

---

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

---

**Nature Of Opinion**

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

Consumer received notification of the application filed regarding the Facility Relocation Cost Recovery Fee. She is outraged that the company wants another rate hike for this service and is opposed to this increase. The company is already charging high rates.

T-01051B-15-0382

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Carmen Madrid    **Phone:** <<< REDACTED >>>    **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127854    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 12/22/2015 2:00 PM

---

**First Name:** Ted    **Last Name:** Fuchs    **Account Name:**  
**Address:**  
**City:**    **State:** AZ    **Zip Code:**

---

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

---

**Nature Of Opinion**

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

consumer received notification of the application filed regarding the Facility Relocation Cost Recovery Fee. She is outraged that the company wants another rate hike for this service and is opposed to this increase. The company is already charging high rates for regular landline services with no long distance.

T-01051B-15-0382

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Carmen Madrid      **Phone:** <<< REDACTED >>>      **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127832      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 12/22/2015 12:15 PM

---

**First Name:** Frances      **Last Name:** Pedigrew      **Account Name:**  
**Address:**  
**City:** Chino Valley      **State:** AZ      **Zip Code:** 86323

---

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

---

**Nature Of Opinion**

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

Consumer received notice of the application by CenturyLink regarding the Facility Relocation Cost Recovery Fee. She is opposed to this increase. Rates are already high.

T-01051B-15-0382

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Carmen Madrid    **Phone:** <<< REDACTED >>>    **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127833    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 12/22/2015 12:20 PM

---

**First Name:** Loretta    **Last Name:** Quigley    **Account Name:**  
**Address:**  
**City:** Glendale    **State:** AZ    **Zip Code:**  
**Home:** <<< REDACTED >>>

---

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

---

**Nature Of Opinion**

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

Consumer received notice of the application by CenturyLink regarding the Facility Relocation Cost Recovery Fee. She is opposed to this increase. Rates are already high she has a bundled package and is paying too much already.

T-01051B-15-0382

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Carmen Madrid      **Phone:** <<< REDACTED >>>      **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127834      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 12/22/2015 12:22 PM

---

**First Name:** Carol      **Last Name:** Welckie      **Account Name:**  
**Address:**  
**City:** Tempe      **State:** AZ      **Zip Code:**  
**Home:** <<< REDACTED >>>

---

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

---

**Nature Of Opinion**

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

Consumer received notice of the application by CenturyLink regarding the Facility Relocation Cost Recovery Fee. She is opposed to this increase.

T-01051B-15-0382

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Carmen Madrid    **Phone:** <<< REDACTED >>>    **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127836    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 12/22/2015 12:39 PM

---

**First Name:** Marsha    **Last Name:** Lyons    **Account Name:** Marsha Lyons  
**Address:**  
**City:** Apache Junction    **State:** AZ    **Zip Code:**  
**Home:** <<< REDACTED >>>

---

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

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**Nature Of Opinion**

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

Consumer received notification of the application filed regarding the Facility Relocation Cost Recovery Fee. She is opposed to this increase the company is already charging high rates. She also states that the notice should have been clearer in their explanation of the reasons for this request to increase the fee.

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
12/22/2015	Carmen Madrid	Telephone	Investigation

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

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T-01051B-15-0382

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Carmen Madrid      **Phone:** <<< REDACTED >>>      **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127838      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 12/22/2015 12:42 PM

---

**First Name:** Beatrice      **Last Name:** Martinez      **Account Name:**  
**Address:**  
**City:**      **State:** AZ      **Zip Code:**  
**Home:** <<< REDACTED >>>

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

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### Nature Of Opinion

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

Spanish speaking consumer received notification of the application filed regarding the Facility Relocation Cost Recovery Fee. She is opposed to this increase the company is already charging high rates. She also states that the notice should have been clearer in their explanation of the reasons for this request to increase the fee in both languages of English & Spanish. She plans to cancel services with CenturyLink.

T-01051B-15-0382

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Carmen Madrid    **Phone:** <<< REDACTED >>>    **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127850    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 12/22/2015 1:52 PM

---

**First Name:** Robert    **Last Name:** Hernandez    **Account Name:**  
**Address:**  
**City:**    **State:** AZ    **Zip Code:**

---

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

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**Nature Of Opinion**

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

consumer received notification of the application filed regarding the Facility Relocation Cost Recovery Fee. He is opposed to this increase the company is already charging high rates.

T-01051B-15-0382

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Carmen Madrid      **Phone:** <<< REDACTED >>>      **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127853      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 12/22/2015 1:59 PM

---

**First Name:** Angelica      **Last Name:** Johnson      **Account Name:**  
**Address:**  
**City:**      **State:** AZ      **Zip Code:**

---

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

---

**Nature Of Opinion**

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

consumer received notification of the application filed regarding the Facility Relocation Cost Recovery Fee. She is outraged that the company wants another rate hike for this service and is opposed to this increase. The company is already charging high rates for regular landline services with no long distance.

T-01051B-15-0382

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Carmen Madrid    **Phone:** <<< REDACTED >>>    **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127825    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 12/22/2015 11:12 AM

---

**First Name:** Grace    **Last Name:** Furino    **Account Name:**  
**Address:**  
**City:**    **State:**    **Zip Code:**

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

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**Nature Of Opinion**

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

Consumer received notice of the application by CenturyLink regarding the Facility Relocation Cost Recovery Fee. She is opposed to this increase. She is also getting rid of the landline telephone services.

T-01051B-15-0382

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Tom Davis      **Phone:** <<< REDACTED >>>      **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127823      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 12/22/2015 10:48 AM

---

**First Name:** Mary      **Last Name:** Michelette      **Account Name:** Mary Michelette  
**Address:** <<< REDACTED >>>  
**City:** Mesa      **State:** AZ      **Zip Code:** 85206  
**Home:** <<< 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. I live on \$900 a month and this increase is very upsetting to me. I do not feel I need to pay more for telephone service. This money could got towards food for me.

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
12/22/2015	Tom Davis	Other	Investigation

Entered for the record and docketed. CLOSED

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T-01051B-15-0382

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Carmen Madrid      **Phone:** <<< REDACTED >>>      **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127819      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 12/22/2015 9:48 AM

---

**First Name:** Socorro      **Last Name:** Ariola      **Account Name:**  
**Address:**  
**City:**      **State:**      **Zip Code:**  
**Home:** <<< REDACTED >>>

---

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

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### Nature Of Opinion

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

Spanish speaking consumer received notice of the application by CenturyLink regarding the Facility Relocation Cost Recovery Fee. She is opposed to this increase.

T-01051B-15-0382

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Carmen Madrid    **Phone:** <<< REDACTED >>>    **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127817    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 12/22/2015 9:36 AM

---

**First Name:** Margaret    **Last Name:** Weindl    **Account Name:** Margaret Weindl  
**Address:**  
**City:**    **State:**    **Zip Code:**  
**Home:** <<< REDACTED >>>

---

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

### Nature Of Opinion

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

Caller received notice of the application by CenturyLink regarding the Facility Relocation Cost Recovery Fee. She is opposed to this increase.

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Investigation			
Date:	Analyst:	Submitted By:	Type:
12/22/2015	Carmen Madrid	Telephone	Investigation

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

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T-01051B-15-0382

## Arizona Corporation Commission Utilities Complaint Form

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<b>Investigator:</b> Tom Davis	<b>Phone:</b> <<< REDACTED >>>	<b>Opinion Date:</b> 12/22/2015
<b>Opinion Number:</b> 2015 - 127812	<b>Priority:</b> Respond within 5 business days	
<b>Opinion Codes:</b> Rate Case Items - Opposed	<b>Closed Date:</b> 12/22/2015 8:57 AM	

---

<b>First Name:</b> Tom	<b>Last Name:</b> Underwood	<b>Account Name:</b> Tom Underwood
<b>Address:</b> <<< REDACTED >>>		
<b>City:</b> Phoenix	<b>State:</b> AZ	<b>Zip Code:</b> 85053
<b>Home:</b> <<< REDACTED >>>	<b>Email:</b> <<< REDACTED >>>	

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<b>Company:</b> CenturyLink * Qwest	<b>Division:</b> Telephone
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### Nature Of Opinion

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

**Docket Position:** Against

First of all, your letter doesn't have enough information. You never state what you are going to do, What Facility Relocation, and you don't say how long this rate applies. I even went online to the CC to find out what you are doing. No information there either. Just documents and more documents that say nothing about the project. I wish I could just charge you for whatever I want too without any more information than that. I already don't like the cost of the phone line. Plain Jane line and it just keeps going up and up and up. Then you wonder why everyone is removing the phone lines and going to cellular. CenturyLink should pay for all the costs as a cost of doing business, not a charge back to the customer.

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
12/22/2015	Tom Davis	Telephone	Investigation

Entered for the record and docketed    CLOSED

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T-01051B-15-0382

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Tom Davis      **Phone:** <<< REDACTED >>>      **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127811      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 12/22/2015 8:51 AM

---

**First Name:** JAMES      **Last Name:** GREER      **Account Name:** JAMES GREER  
**Address:** <<< REDACTED >>>  
**City:** GREEN VALLEY      **State:** AZ      **Zip Code:** 85614  
**Home:** <<< REDACTED >>>

---

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

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### Nature Of Opinion

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

THERE IS NOT ENOUGH INFORMATION IN THE REQUEST TO ALLOW THE COMMISSION TO MAKE AN INFORMED DECISION. FIRST: CENTURY LINK REQUESTS A FEE OF \$1.00 TO \$3.00, BUT IT DOES NOT STATE THE FREQUENCY OF THIS CHARGE. IS IT MONTHLY? IS IT YEARLY? THE LETTER FROM THE COMMISSION STATES "THE PROPOSED ANNUAL RATE FOR THE FIRST TWELVE MONTHS WILL BE \$1.00 PER ACCESS LINE" - I READ THIS TO MEAN \$1.00 TOTAL FOR THE ENTIRE YEAR - OR IS IT REALLY \$1.00 PER MONTH FOR THE ENTIRE YEAR? SECOND: THERE IS NOTHING IN THE REQUEST THAT INDICATES HOW A MANDATED GOVERNMENT FACILITY MOVE IS TO BE VERIFIED. IT SEEMS TO ME THAT CENTURY LINK CAN JUST ADD A SURCHARGE WHETHER A FACILITY MOVE IS MANDATED OR NOT. THIRD: WHY SHOULD THE CONSUMER BE RESPONSIBLE FOR THE COST OF A GOVERNMENT MANDATED FACILITY MOVE. LET THE GOVERNMENT PAY FOR IT (WITH OUR TAX MONEY). CENTURY LINK SHOULD BE HELD RESPONSIBLE TO STAY WITHIN THE AMOUNT FOR WHICH IT WILL BE RE-IMBURSED. FOURTH: HOW LONG WILL THE SURCHARGE CONTINUE? FOREVER? FOR THESE REASONS I AM OPPOSED TO THE REQUEST.

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
12/22/2015	Tom Davis	Other	Investigation

Entered for the record and docketed. CLOSED

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T-01051B-15-0382

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Tom Davis                      **Phone:** <<< REDACTED >>>                      **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127810                      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed                      **Closed Date:** 12/22/2015 8:49 AM

---

**First Name:** James                      **Last Name:** Strawn                      **Account Name:** James Strawn  
**Address:** <<< REDACTED >>>  
**City:** Tucson                      **State:** AZ                      **Zip Code:** 85748  
**Home:** <<< REDACTED >>>                      **Email:** <<< REDACTED >>>

---

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

### Nature Of Opinion

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

Nowhere in the submittal or the letter sent to Century Links customers does it state what facilities are being forced to relocate by what government entity. If none are mandated currently then this submittal is a misrepresentation of need. If there are current mandates, then the public should be informed what they are and the total cost associated with them rather than a blanket open ended rate increase. In addition, I see no reason why there is no cap on the amount to be 'reimbursed' to Century Link for their expenses beyond what is required for the cost of relocation.

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Investigation			
Date:	Analyst:	Submitted By:	Type:
12/22/2015	Tom Davis	Other	Investigation

Entered for the record and docketed. CLOSED

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T-01051B-15-0382

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Tom Davis      **Phone:** <<< REDACTED >>>      **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127809      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 12/22/2015 8:42 AM

---

**First Name:** Philip      **Last Name:** WATSON      **Account Name:** Philip WATSON  
**Address:** <<< REDACTED >>>  
**City:** TUCSON      **State:** AZ      **Zip Code:** 85716  
**Home:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

---

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

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### Nature Of Opinion

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

NO! Why should the public pay for CenturyLink to relocate? The government says they have to move, let them pay for it! C/L has too many little charges added on already. Its what you call "cost of doing business". Suck it up people, the public does not need anymore little charges! But, being the ACC the way it is, letting the utilities do what ever they want, it will probably pass anyway . Thank You for letting me blow off steam, Phil Watson

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Investigation			
Date:	Analyst:	Submitted By:	Type:
12/22/2015	Tom Davis	Other	Investigation

Entered for the record and docketed. CLOSED

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T-01051B-15-0382

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Tom Davis      **Phone:** <<< REDACTED >>>      **Opinion Date:** 12/21/2015  
**Opinion Number:** 2015 - 127796      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 12/21/2015 2:28 PM

---

**First Name:** Pearl      **Last Name:** Ford-Fyffe      **Account Name:** Pearl Ford-Fyffe  
**Address:** <<< REDACTED >>>  
**City:** Tucson      **State:** AZ      **Zip Code:** 85752  
**Work:** <<< REDACTED >>>      **Work:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

---

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

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### Nature Of Opinion

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

**Docket Position:** Against

I feel that Century Link's proposed "Facility Relocation charge along with a maximum allowable rate to allow recovery for unreimbursed costs" is not appropriate to bill residential and small business customers for. This is a cost of doing business and should not be passed on to Century Link's consumers. If the moves are government mandated as indicated in the notification letter, I believe the costs incurred should be paid for with government funds already collected from residential and business consumers. Our organization is a small local non-profit trade associate. The fees we pay for Century Link communications services are already significant with our highly limited budget. Thank you for your consideration of this comment.

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### Investigation

<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
12/21/2015	Tom Davis	Other	Investigation

Entered for the record and docketed. CLOSED

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T-01051B-15-0382

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Tom Davis      **Phone:** <<< REDACTED >>>      **Opinion Date:** 12/21/2015  
**Opinion Number:** 2015 - 127802      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 12/21/2015 3:03 PM

---

**First Name:** John      **Last Name:** Fitzgerald      **Account Name:** John Fitzgerald  
**Address:** <<< REDACTED >>>  
**City:** tucson      **State:** AZ      **Zip Code:** 85750  
**Work:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

---

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

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### Nature Of Opinion

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

**Docket Position:** Against

Last year Century link made a gross profit of 10.2BILLION dollars, their top 5 executives made 28.1MILLION collectively. They are currently charging me 60.00 per month for 1 "business" line, ( even though i work from home). A standard home line would be around 20.00 per month, but i would not be able to keep my current # if i switch over to residential service. the fact is that in 25 years i have had 3 calls from people who found me via the yellow pages ( print or online) and furthermore in the past 10 years i have received approx 6 calls per day on my "business" line, 99.9% of those calls are telemarketers. My business is fueled by word of mouth and everyone just calls me on my cell phone directly, in fact i have not advertised in over 24 years. And now I receive a letter saying that Centurylink is moving it's facility and they want their customers to pay for it, even though they are making record profits and their Exec's are very well paid ( even though they dont really get their hands dirty doing the real work). Centurylink like many other giant, greedy corporations will use any advantage they can to shift the burden to the little guys even though they can easily afford this "relocation". If the Corporation Commission grants Centurylink the right to raise their rates it will become blatantly obvious to everyone how truly corrupt the system really is. This move, whether mandated or not should not be the responsibility of the people who are already paying thru the nose for an overrated service that is becoming less and less necessary everyday, especially when centurylink and it's top people are making record profits! It actually matters little to me personally as i will be discontinuing my Centurylink service at the 1st of the new year anyway, I just think it's wrong to let a giant like centurylink bend us over and stick it to us yet again, we are already being violated on monthly basis as it is! Respectfully, John Kennedy Fitzgerald Tucson Az

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Investigation			
Date:	Analyst:	Submitted By:	Type:
12/21/2015	Tom Davis	Other	Investigation

Entered for the record and docketed    CLOSED

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T-01051B-15-0382

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Tom Davis      **Phone:** <<< REDACTED >>>      **Opinion Date:** 12/21/2015  
**Opinion Number:** 2015 - 127800      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:**

---

**First Name:** Barbara      **Last Name:** Mijatovic      **Account Name:** Barbara Mijatovic  
**Address:** <<< REDACTED >>>  
**City:** Phoenix      **State:** AZ      **Zip Code:** 85007  
**Work:** <<< REDACTED >>>

---

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

---

**Nature Of Opinion**

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

If I am understanding correctly and we (customer) needs to pay for CenturyLink relocation, my position is against it. Why should we pay for their relocation?

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
12/21/2015	Tom Davis	Other	Investigation

Entered for the record and docketed    CLOSED

T-01051B-15-0382

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Michael Buck      **Phone:** <<< REDACTED >>>      **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127822      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 12/22/2015 10:42 AM

---

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

---

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

---

**Nature Of Opinion**

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

I just came home today from the hospital and started going through my mail. The first thing I find is a letter from CenturyLink requesting an increase. Things are financially tight for me. I do not have money just laying around. These requests for more money must stop. Please do not give this Company their requested increase. Thank you.

---

<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
12/22/2015	Michael Buck	Telephone	Investigation

Entered for the record and docketed.

T-01051B-15-0382

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Michael Buck      **Phone:** <<< REDACTED >>>      **Opinion Date:** 12/22/2015  
**Opinion Number:** 2015 - 127820      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 12/22/2015 9:50 AM

---

**First Name:** Dorthy J.      **Last Name:** Avalon      **Account Name:** Dorthy J. Avalon  
**Address:** <<< REDACTED >>>  
**City:** Phoenix      **State:** AZ      **Zip Code:** 85016  
**Home:** <<< REDACTED >>>

---

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

---

### Nature Of Opinion

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

I am a retired school teacher. I did not get an increase this year in my social security. Money is tight. My old bills with this Company use to be around \$25.00; now, I'm paying \$38.69. It seems that we, as the public are being nickel and dimed to death. Were will this stop. Please decline CenturyLink's requested increase.

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Investigation			
Date:	Analyst:	Submitted By:	Type:
12/22/2015	Michael Buck	Telephone	Investigation

Entered for the record and docketed.

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