

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



ARIZONA CORPORATION COMMISSION

ORIGINAL

To: Docket Control

RE: CenturyLink*Qwest

Docket No. T-01051B-15-0382

RECEIVED
2015 DEC 29 P 3:59
AZ CORP COMMISSION
DOCKET CONTROL

Please docket the attached 35 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>MS</i>
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T-01051B-15-0382

Arizona Corporation Commission Utilities Complaint Form

Investigator: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 12/29/2015
Opinion Number: 2015 - 128088 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/29/2015 2:40 PM

First Name: Norm **Last Name:** n/a **Account Name:** Norm n/a
Address:
City: **State:** **Zip Code:**

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

Nature Of Opinion

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

Caller is opposed to the proposed rate increase.

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

Comments entered for the record and filed with Docket Control.

T-01051B-15-0382

Arizona Corporation Commission Utilities Complaint Form

Investigator: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 12/29/2015
Opinion Number: 2015 - 128083 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/29/2015 2:18 PM

First Name: Peggy **Last Name:** n/a **Account Name:** Peggy n/a
Address:
City: Apache Junction **State:** AZ **Zip Code:**

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

Nature Of Opinion

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

Caller is opposed to the proposed rate increase.

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

Comments entered for the record and filed with Docket Control.

T-01051B-15-0382

Arizona Corporation Commission Utilities Complaint Form

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Opinion Date:** 12/29/2015
Opinion Number: 2015 - 128071 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/29/2015 1:50 PM

First Name: Nancy **Last Name:** Baer **Account Name:** Nancy Baer
Address: <<< REDACTED >>>
City: Sedona **State:** AZ **Zip Code:** 86336
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

In opposition to permitting CenturyLink aka "CenturyLink * Qwest" to another add-on fee of \$1 to \$3 per month for so-called "Facility Relocation." If CenturyLink cannot even explain what "facilities" are being "relocated" or why we should be socked for it? The decision to eliminate landlines was ill conceived since landlines are all that work in our mountainous topography in Northern Arizona.

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

T-01051B-15-0382

Arizona Corporation Commission Utilities Complaint Form

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Opinion Date:** 12/29/2015
Opinion Number: 2015 - 128076 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/29/2015 1:55 PM

First Name: Joseph **Last Name:** Branco **Account Name:** Joseph Branco
Address: <<< REDACTED >>>
City: Payson **State:** AZ **Zip Code:** 85547
Work: <<< REDACTED >>>

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

Nature Of Opinion

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

To the voting board members, As a business man and president of an Arizona based corporation In the Construction industry, I would request a no vote on the proposed rate increase by Century Link. In the 23 years we have done business in Arizona, we have never had the luxury of charging our customers for costs incurred in running our business. It has always been and always will remain the burden of the Corporation to pay for costs related to running a for profit business. Century Link, who obviously from public record shows yearly profits and significant growth, should not be allowed to saddle their customers with a rate increase for what they supposedly call mandated facility moves. Mandated or not, it's their cost of doing business, not ours! Please vote NO! Joseph M. Branco JMB Builders, Inc.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/29/2015	Carmen Madrid	Telephone	Investigation

opinion noted and docketed. closed

T-01051B-15-0382

Arizona Corporation Commission Utilities Complaint Form

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Opinion Date:** 12/29/2015
Opinion Number: 2015 - 128077 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/29/2015 1:58 PM

First Name: David **Last Name:** Keating **Account Name:** David Keating
Address: <<< REDACTED >>>
City: Tucson **State:** AZ **Zip Code:** 85748
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

I have read the recent proposed rate increase letter from Century Link (Facility Relocation Charges) and as a telephone customer of Century Link, I am in strong opposition to this proposed pass through of rate charge increases to the customer. This letter does not explain what type of equipment has had to be relocated. Is it equipment for their telephone customers , or for their internet customers ? The proposed new "pass through" charge to the customer amounts to a \$ 3.00 per month maximum per line charge. For the first year it would be a \$1.00 per month additional charge, followed by an increase of \$ 2.00 per month after the first year. So the net increase would be an increase of \$ 36.00 per year, after year one. These additional charges should be covered under the cost of doing business, and not just be another pass through charge to the customer. My current monthly total bill for local and long distance telephone service is \$ 66.64. Of that monthly fee, \$ 20.65 is for already existing taxes, recovery fees, access and other misc fees. That amounts to approximately 31% of my current phone bill now being for existing taxes and pass through fees. Enough is enough! I urge you to vote against this proposed "pass through" rate hike charge for telephone service customers. Basic phone service charges are already high enough, and the Century Link Corporation is already in good financial shape. If this increase is approved, I will cancel my land line service, and just go with my cell phone service. thank you- David B. Keating Tucson, AZ

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/29/2015	Carmen Madrid	Telephone	Investigation

opinion noted and docketed. closed

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 12/29/2015
Opinion Number: 2015 - 128072 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/29/2015 11:51 AM

First Name: Eugene **Last Name:** n/a **Account Name:** Eugene n/a
Address:
City: **State:** **Zip Code:**

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

Nature Of Opinion

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

Caller had questions about the letter he received from CenturyLink. When he contacted CenturyLink, no one was able to answer his questions.

I had a brief discussion about the application with customer and he is opposed to the requested increase.

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

Comments entered for the record and filed with Docket Control.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 12/29/2015
Opinion Number: 2015 - 128066 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/29/2015 10:41 AM

First Name: Cassandra **Last Name:** n/a **Account Name:** Cassandra n/a
Address:
City: Surprise **State:** AZ **Zip Code:**

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

Nature Of Opinion

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

Customer is opposed to the proposed increase.

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

Comments entered for the record and filed with Docket Control.

T-01051B-15-0382

Arizona Corporation Commission Utilities Complaint Form

Investigator: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 12/29/2015
Opinion Number: 2015 - 128064 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/29/2015 10:18 AM

First Name: Mrs. Homer **Last Name:** Johnson **Account Name:** Mrs. Homer Johnson
Address:
City: Peoria **State:** AZ **Zip Code:**

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

Nature Of Opinion

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

Customer is opposed to the proposed increase. She feels CenturyLink is pricing themselves out of the landline business.

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

Comments entered for the record and filed with Docket Control.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Opinion Date:** 12/29/2015
Opinion Number: 2015 - 128060 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/29/2015 10:14 AM

First Name: Brent **Last Name:** Maupin **Account Name:** Brent Maupin
Address: <<< REDACTED >>>
City: Sedona **State:** AZ **Zip Code:** 86351
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
Absurd. End comment.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/29/2015	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:** 12/28/2015
Opinion Number: 2015 - 128054 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 4:20 PM

First Name: Vicente **Last Name:** Ybarra **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

Spanish speaking Consumer is against this Facility Relocation Fee that CenturyLink is asking for. He states that this will probably make him change his mind about a landline telephone and go cellular.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Opinion Date:** 12/28/2015
Opinion Number: 2015 - 128055 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 4:23 PM

First Name: Donna **Last Name:** McCrane **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 is against this Facility Relocation Fee that CenturyLink is asking for. The company keeps raising rates for anything.

T-01051B-15-0382

Arizona Corporation Commission Utilities Complaint Form

Investigator: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 12/28/2015
Opinion Number: 2015 - 128050 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 3:16 PM

First Name: Sharon **Last Name:** Chambers **Account Name:** Sharon Chambers
Address:
City: **State:** **Zip Code:**

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

Nature Of Opinion

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

Caller left message that she is opposed to the proposed increase.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/28/2015	Deborah Reagan	Telephone	Investigation

Comments entered for the record and filed with Docket Control.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Opinion Date:** 12/28/2015
Opinion Number: 2015 - 128048 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 2:41 PM

First Name: Petra **Last Name:** Garcia **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

Spanish speaking Consumer is against this Facility Relocation Fee that CenturyLink is asking for.

T-01051B-15-0382

Arizona Corporation Commission Utilities Complaint Form

Investigator: Richard Martinez **Phone:** <<< REDACTED >>> **Opinion Date:** 12/28/2015
Opinion Number: 2015 - 128036 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 12:03 PM

First Name: John **Last Name:** Case **Account Name:** John Case
Address: <<< REDACTED >>>
City: Peoria **State:** AZ **Zip Code:** 85381

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

Nature Of Opinion

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

Caller is against the Facilities Relocation Recovery fee. Customer does not agree that the customers should pay for having their lines moved as this is the cost of doing business.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/28/2015	Richard Martinez	Telephone	Investigation

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

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Richard Martinez **Phone:** <<< REDACTED >>> **Opinion Date:** 12/28/2015
Opinion Number: 2015 - 128045 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 2:08 PM

First Name: Mercedes **Last Name:** Tennyson **Account Name:** Mercedes Tennyson
Address: <<< REDACTED >>>
City: Phoenix **State:** AZ **Zip Code:** 85040

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

Nature Of Opinion

Docket Number: T-01051B-15-0382 **Docket Position:** Against
Docket No. T-01051B-15-0382

Customer is opposed to this rate increase. Century Link should not be given any more money as they have very poor service and should not be rewarded.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/28/2015	Richard Martinez	Telephone	Investigation

Entered for the record and docketed.

T-01051B-15-0382

Arizona Corporation Commission Utilities Complaint Form

Investigator: Richard Martinez **Phone:** <<< REDACTED >>> **Opinion Date:** 12/28/2015
Opinion Number: 2015 - 128044 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 1:31 PM

First Name: Sandra **Last Name:** Turrentine **Account Name:** Sandra Turrentine
Address: <<< REDACTED >>>
City: Phoenix **State:** AZ **Zip Code:** 85013
Home: <<< REDACTED >>>

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

Nature Of Opinion

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

Customer is opposed to this proposed increase in fees. Customer is highly against this increase. Please do not approve this.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
12/28/2015	Richard Martinez	Telephone	Investigation

Filed for the record and docketed.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Opinion Date:** 12/28/2015
Opinion Number: 2015 - 128040 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 12:22 PM

First Name: Mari **Last Name:** Bennett **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 is against this Facility Relocation Fee that CenturyLink is asking for.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Opinion Date:** 12/28/2015
Opinion Number: 2015 - 128041 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 12:24 PM

First Name: Gloria **Last Name:** Hagar **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

Spanish speaking Consumer is against this Facility Relocation Fee that CenturyLink is asking for.

T-01051B-15-0382

Arizona Corporation Commission Utilities Complaint Form

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Opinion Date:** 12/28/2015
Opinion Number: 2015 - 128035 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 11:48 AM

First Name: James **Last Name:** Agelastas **Account Name:** James Agelastas
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 is against this Facility Relocation Fee that CenturyLink is asking for.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/28/2015	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: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 12/28/2015
Opinion Number: 2015 - 127960 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 11:45 AM

First Name: Dave **Last Name:** Norton **Account Name:** Dave Norton
Address: <<< REDACTED >>>
City: Sedona **State:** AZ **Zip Code:** 86341
Work: <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

DOCKET NO. T-0151B-15-0382 To Whom It May Concern, I am strongly opposed to any rate increase requested by CenturyLink. I am NOT a CenturyLink customer any longer but I do manage multiple CenturyLink accounts for clients. This company has no need for a rate increase for "recovery for unreimbursed costs associated with mandated government related facility moves" as claimed. This is a back door way of increasing rates, plain and simple. Someone needs to closely examine the unnecessary expense that CenturyLink spends on constant advertising for this and that service - even after being requested multiple times to stop doing so. All of the advertising is printed in color and has one or multiple color printed pages in the envelope. While they look great, I know from my own business what such color printing and mailing costs! For a while, I collected such mailings with the idea of filing a formal complaint with the Commission, but the pile got so large so quick that I had to abandon the idea. If I was local in Phoenix, I would have personally delivered them to the Commission with a formal complaint document. CenturyLink can certainly can place inserts in customer billings to advertise for other services but doing the numerous separate mailings is a ludicrous waste of company funds that they could certainly use towards any moving expenses as claimed in this request. In reality, just how many such moves are made on an annual basis?? The fees will go on forever and after all moves are done (if that would ever occur), would CenturyLink reduce their rate? Based on prior experience with this company, the answer is absolutely NOT. All other companies handle such "mandatory" expenses in the normal course of business and budget accordingly. Just because CenturyLink is a utility, they seem to think they can do what they wish with income from rate payors and then ask for additional funds using a new and different channel to hoodwink the Commission AND the public customers. It's time to say NO to such tactics and get this company to realize that they need to, and CAN, do a much better job of controlling internal expenses. With that accomplished, there would be no need for any additional funds, no matter how they were squeezed out of rate payors. For these reasons, I am STRONGLY opposed to this application as it is not needed now or any time in the future. Thank You.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/28/2015	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:** 12/28/2015
Opinion Number: 2015 - 127959 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 11:43 AM

First Name: Janice **Last Name:** McNamee **Account Name:** Janice McNamee
Address: <<< REDACTED >>>
City: Phoenix **State:** AZ **Zip Code:** 85086
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

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

Century link is charging many in my neighborhood for a service that isn't up to what they promised, so I don't feel they should be entitled any type of increase.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/28/2015	Deborah Reagan	Telephone	Investigation

Comments entered for the record and filed with Docket Control.

T-01051B-15-0382

Arizona Corporation Commission Utilities Complaint Form

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Opinion Date:** 12/28/2015
Opinion Number: 2015 - 128000 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 10:04 AM

First Name: Peter **Last Name:** Plush **Account Name:** Peter Plush
Address: <<< REDACTED >>>
City: Phoenix **State:** AZ **Zip Code:** 85048
Home: <<< REDACTED >>> **Cell:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

Centurylink consistently adds onerous fees to their bills. Fees for services that clearly must be considered part of their basis Tecom services. At times fees for non-existent services that are a figment of their corporate imagination. The most recent fee request (Docket No. T-1051B-15-0382) must be denied. In this period of deflation the commission must tell Centurylink to reduce their basic charges and suggest that they rift twenty per-cent of their employees especially their bloated management staff. READ-ON!! Century link provides absolutely, comically, abominable service. We have lived in Ahwatukee for twenty years and in all that time they have never upgraded their backbone or the final twisted pair drop from the street to our residence. As a consequence we regularly have occurrences of crosstalk between our phone line and other residential lines; including phantom FAX calls that ring our line and then dropout. It usually take multiple phone calls to establish a Trouble Ticket and initiate repair service. Thereafter months for Centurylink to debug the crosstalk trouble and repair the line on an interim basis; it will surely recur again in a few months. A recurrence because Centurylink's antiquated and inadequately maintained infrastructure is unmitigated crap!! Once repaired they have the gall to follow up with a sales call in an attempt to sell us Internet Service, what a joke! That will NEVER HAPPEN! If Century link was a plumber I would not let them flush my toilet. PS: I know that my comment will be treated as "eye-wash"; since the members of the Corporate Commission have been well bought and paid for by the Utilities!! You have not even take Bitter-Smiths picture down yet!!

Investigation

Date:	Analyst:	Submitted By:	Type:
12/28/2015	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:** 12/28/2015
Opinion Number: 2015 - 128002 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 10:13 AM

First Name: Nora **Last Name:** Castillo **Account Name:** Nora Castillo
Address: <<< REDACTED >>>
City: Tucson **State:** AZ **Zip Code:** 85711
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

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

Dow Jones indicates that Century Links annual revenue was in the billions and their profit in the millions. They outsource their call centers thereby reducing costs considerably. Now they are asking their customers to pay for facility moves. This is outrageous!! Many other major companies move their facilities and do not tack on additional charges to their customers. I feel that once this tariff is imposed it will be forever, even after the company is relocated. The stockholders should not enjoy an increased dividend at the expense of the customers. Many customers just cannot afford this kind of greedy increase in their bill.

Investigation

Date:	Analyst:	Submitted By:	Type:
12/28/2015	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:** 12/28/2015
Opinion Number: 2015 - 128022 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 10:18 AM

First Name: Tyler **Last Name:** Cole **Account Name:** Tyler Cole
Address:
City: Tucson **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

Caller is against the Facilities Relocation Cost Recovery fee. Customers should pay for the company to maintain their lines.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/28/2015	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:** 12/28/2015
Opinion Number: 2015 - 127999 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 10:01 AM

First Name: Jennifer **Last Name:** Bryan **Account Name:** Jennifer Bryan
Address: <<< REDACTED >>>
City: Maricopa **State:** AZ **Zip Code:** 85138
Cell: <<< REDACTED >>>

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

Nature Of Opinion

Docket Number: T-01051B-15-0382 **Docket Position:** Against
We should not have to pay for relocation

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/28/2015	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:** 12/28/2015
Opinion Number: 2015 - 127995 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 9:04 AM

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

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

Nature Of Opinion

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

We the paying customer should not be forced to cover the costs of CenturyLink's relocation due to poor planning, financial mismanagement, or just plain bad luck due to a city/county/state forcing them out. Either absorb the cost or send the bill to whichever government agency is causing the relocation. We already pay enough for mediocre service in the City of Maricopa.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/28/2015	Carmen Madrid	Email	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:** 12/28/2015
Opinion Number: 2015 - 127996 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 9:48 AM

First Name: Diana **Last Name:** Martin **Account Name:** Diana Martin
Address: <<< REDACTED >>>
City: Phoenix **State:** AZ **Zip Code:** 85085
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

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

The information in the notice indicates the un-reimbursed cost for which CenturyLink is seeking reimbursement is due to a government MANDATED facility move. I feel that the cost CenturyLink has/will incur is the cost of doing business and should not be passed on to consumers. Every business must comply with local, state, and federal mandates and should account for the cost of meeting those mandates without increasing costs to the consumer. The fee per line is excessive based on the total volume of consumers who would be impacted.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/28/2015	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:** 12/28/2015
Opinion Number: 2015 - 127997 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 9:50 AM

First Name: Gerald **Last Name:** Maier **Account Name:** Gerald Maier
Address: <<< REDACTED >>>
City: Sun Lakes **State:** AZ **Zip Code:** 85248
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

Re: Docket T-01051B-15-0382 We received notification from Century Link regarding above Docket. Please be advised how disappointed we are with Century Link. They claim to give us High Speed internet yet we cannot download quickly, watch Netflix or on Demand on our TV because the speed from Century Link is 1.5 and 7.0 is needed for what we want. Prism would take care of this problem but they are not going to put it in our area of Sun Lakes. It is in other areas of Sun Lakes and the box for it is in our neighborhood of Sun Lakes. I do not wish them to have the opportunity to have an increase their revenue until they can provide the services that they advertise.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/28/2015	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:** 12/28/2015
Opinion Number: 2015 - 127998 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 9:59 AM

First Name: Rita **Last Name:** pOITRAS **Account Name:** Rita pOITRAS
Address: <<< REDACTED >>>
City: Maricopa **State:** AZ **Zip Code:** 85139
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

I am outraged! We, the paying customer, should not be held responsible to cover the costs of them having to relocate because of either poor planning or some city/county/state decision to force them out for any reason. This is completely unacceptable.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/28/2015	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:** 12/28/2015
Opinion Number: 2015 - 128001 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 10:05 AM

First Name: Fred **Last Name:** Bolamperti **Account Name:** Fred Bolamperti
Address: <<< REDACTED >>>
City: Chino Valley **State:** AZ **Zip Code:** 86323
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

Why should their customers pay for them to move. When I moved nobody helped me to move. Everytime you turn around some company is trying to get more money out of you. The problem here is that Century link or Quest has no competition and basically has a monopoly on us which is supposed to be illegal. If this is passed everyone including myself on fixed incomes will go further in the hole. SHAME ON YOU IF YOU PASS THIS THIS IDIOTIC REQUEST.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/28/2015	Carmen Madrid	Telephone	Investigation

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

Arizona Corporation Commission Utilities Complaint Form

Investigator: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 12/28/2015
Opinion Number: 2015 - 127958 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 11:17 AM

First Name: Michael **Last Name:** Baiamonte **Account Name:** Michael Baiamonte
Address: <<< REDACTED >>>
City: Paradise Valley **State:** AZ **Zip Code:** 85253
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

Docket Position: Against

I am against this because of the lack of information provided. What was provided is extremely vague. Terms such as "mandated government related facility moves" do not provide any specificity. Obfuscation usually means true intent is being hidden. Have these "Facility Relocations" just begun? How was the charge of \$12 to \$36 per line per year calculated? Will the number of "Facility Relocations" increase or decrease in the future? Nothing about this seem at all resonable.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/28/2015	Deborah Reagan	Telephone	Investigation

Comments entered for the record and filed with Docket Control.

Complaint 2015-128029 filed with CenturyLink.

T-01051B-15-0382

Arizona Corporation Commission Utilities Complaint Form

Investigator: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 12/28/2015
Opinion Number: 2015 - 127957 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 10:45 AM

First Name: James **Last Name:** Dutton **Account Name:** James Dutton
Address: <<< REDACTED >>>
City: Paulden **State:** AZ **Zip Code:** 86334
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

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

Come on, really? Are we the customers supposed to cover all their expenses? There is a cost to due business and it should be absorbed by the business not the consumers. Do you job and throw this to the curb.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/28/2015	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:** 12/28/2015
Opinion Number: 2015 - 127955 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 10:29 AM

First Name: Margaret **Last Name:** Kasse **Account Name:** Margaret Kasse
Address: <<< REDACTED >>>
City: Peoria **State:** AZ **Zip Code:** 85381
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

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

Customers are paying a high cost for internet and phone services and I personally do not believe that customers should pay for a unreimbursed costs associated with mandated or non-mandated related facility moves. This is a cost of doing business and it should not be passed along to the customer. Customers are already paying top dollar for phone and internet services. Like most customers, we are not receiving an increase in our salaries, social security benefits, etc. and therefore unable to pay even a small increase. A rate lock is a rate lock and we did not budget for any type of increase, regardless of what the money will be used for.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/28/2015	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:** 12/28/2015
Opinion Number: 2015 - 127950 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 9:59 AM

First Name: David **Last Name:** Denny **Account Name:** David Denny
Address: <<< REDACTED >>>
City: Litchfield Park **State:** AZ **Zip Code:** 85340
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

CenturyLink has not demonstrated that the proposed facility relocation charge is actually due to costs directly imposed due to mandated government action. They also have not demonstrated that any facility moves due to government requirements were done in a fiscally responsible manner or that alternative solutions were adequately sought. Further, the amount CenturyLink is proposing to charge are not tied to any provided "cost", rather they are nice round numbers designed to obscure what is actually happening. CenturyLink is a for profit company and expansion costs are part of doing business. They should not be allowed to hide those costs under the guise of government coercion.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/28/2015	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:** 12/28/2015
Opinion Number: 2015 - 127951 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/28/2015 10:01 AM

First Name: Todd **Last Name:** Crystal **Account Name:** Todd Crystal
Address: <<< REDACTED >>>
City: Cave Creek **State:** AZ **Zip Code:** 85331
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

This company is notorious for raising rates in an environment where they "guarantee" five year price locks to obtain customers, then continually raise rates in any way they can justify. One example is the removal of "customer loyalty" discounts after a one year period. They cannot justify this kind of increase and only those customers who continually call to dispute get this added charge removed. It is with clear understanding that tax and surcharge rates can change affecting a consumers current rate, but these should be the only increases already overburdened customers are charged. CenturyLink's Adjusted Net Income for third quarter 2015 was \$390 million compared to Adjusted Net Income of \$359 million in third quarter 2014. This company has done very well for itself in spite of ending the quarter with approximately 6.1 million highspeed internet customers, a decrease of approximately 37,000 customers in third quarter 2015. They attest this loss of customers to tighter collection processes but the fact is, a large percentage of those losses comes from dissatisfaction of the company and their cost increases. Now CenturyLink is trying to offset their losses by blaming government for mandated facility moves and, as usual, passing those fees onto their consumers. I vehemently object to any further increases allowed to this company, which remains completely profitable without them.

Investigation			
Date:	Analyst:	Submitted By:	Type:
12/28/2015	Deborah Reagan	Telephone	Investigation

Comments entered for the record and filed with Docket Control.
