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Utilities Complaint Form

Investigator: Deborah Reagan Phone: <<< REDACTED >>> Opinion Date: 4/21/2016
Opinion Number: 2016 - 130241 Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed Closed Date: 4/21/2016 4:05 PM

First Name: Janice Last Name: Diamond Account Name: Janice Diamond
Address: <<< REDACTED >>>
City: Tucson State: AZ Zip Code: 85711

Company: CenturyLink * Qwest Division: Telephone*

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

Customer sent the following -

Maximum Rates for Century Link Facility Relocations Charges

Docket No. T-010518-15-0382

Century Link Rate increase request

Dear Ones;

I am writing to object to any Century Link rate increase of any kind for any reason. I feel that I have a very strong case to object. I purchased my home in 1999 and at that time the company that Century Link purchased, Qwest was my phone company. I have had a horrid relationship with this company and their service that they claim they have delivered. Every time it rains or the wind blows my phone service becomes dubious at best, nonexistent at worst and often it has been the worst. Each and every time service went down and I called, I was always "warned" if the problem was found to be in my home I would be charged. It would be easy to view this as a threat, from my perspective. It has always been

the phone line. For the first several years the bushes in the utility easement would dance in the wind and pull my line loose from the pole (on some level). Finally they ran another line from the pole to my house and for several years that line was laying on the ground where anyone could have come along and cut it. Finally after several years of this situation I threw such a fit that they got it up off the ground and at some point they put a box on the side of my house so I could test the line at that box to see if I had service at the box before calling for repair.

The service was so poor that I delayed going from modem to DSL because I was fully aware that I would be paying a much higher rate for the same poor quality service. The speed of my service is really laughable in the year 2016 such poor line quality should never have even been sold to me at DSL rates.

In 2012 my employer closed their office here in Tucson. One of the options for agents was to go home based and take considerable pay cuts. But my former employer was a very difficult company to work for and was going through rough times. I knew that I could not withstand the pressure of becoming a home based agent with the poor phone service I have available to me and I was certain Century Link would do nothing to remedy the problem. Because of this very impossible situation, I chose to retire early; I lost 27% of my lifetime Social Security Benefits by taking my retirement early. One of the most important parts of my

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decision was I knew the phone service delivered to me would have me in deep trouble with my employer. A down phone line would not make it possible for me to report for duty on the phone.

I have always known there was something about my phone line that was not up to par. Never in my life had I ever experienced such poor phone service and the company was not doing anything about it and was advertising as though there was nothing wrong with their service. I have paid premium prices to a company that has done nothing to deliver what they were selling me. So, you see, they don't deserve more money for anything, they really need to consider that they need to refund money for service they never delivered at all. And for all the down time when phone and/or DSL was down or marginal no reduction in monthly charges were ever adjusted for lack of the service I was paying for.

This does not speak to other issues of this company, like lack of information to their support staff with vital information about their services being discontinued, like support for Internet Explorer when they

no longer supported it but did not inform their support staff of that. The list of failures of this company to provide what they are selling is extensive. They don't deserve to be allowed to charge more, they need to be fined and made to upgrade the service to be current technology. Recently I was pushing very hard regarding my service, it was not functioning for 3 days and when the wind stopped blowing and my line came back, I emailed to let them know the service was up and running, but they did not get the information and so the repair man came out anyway. In discussion with that service person he told me that the company was fully aware of the problem and has known what the problem is for years, the "box" that my service comes out of is obsolete and they cannot support it and the company has no intention of addressing the issue. He recommended that I consider changing service providers and when I told him I did not want TV service, he advised that I should be able to get just my landline and my internet with having to pay for a service I do not want. I am changing carriers, I have given up and want what I have paid since 2009 for but never had delivered.

Please do not allow this company to increase rates to its customers; they are not making any attempt to deliver the service they are being paid for.

Investigation			
Date:	Analyst:	Submitted By:	Type:
4/21/2016	Deborah Reagan	Telephone	Investigation

Comments entered for the record and filed with Docket Control.

Also sent Inquiry #130242 to CenturyLink for investigation.
