

T-01051B-16-0092

ORIGINAL Arizona Corporation Commission
Utilities Complaint Form



Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 6/13/2016
Opinion Number: 2016 - 132248 Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed Closed Date: 6/14/2016 5:10 PM

First Name: Dana Last Name: Vargas Account Name: Dana Vargas
Address: <<< REDACTED >>>
City: Phoenix State: AZ Zip Code: 85051
Work: <<< REDACTED >>>

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

Nature Of Opinion

Docket Number: T-01051B-16-0092 Docket Position: Neutral

***Please note that the company listed is not my company but the company in question on this issue. ***
Please also note that I put neutral only because of the wording is unclear. I definitely feel that those in the program should remain but I feel they should continue with this program for people to come in the future who would need this service. Hello, I am an employee in social services and work with the mentally ill adult population. I just wanted to provide a brief comment. My understanding is that this particular program, TAP, is going to be discontinued. I can't express enough the importance of this program to my population, as well as others, in having access to a phone should a crisis or medical emergency arise. I understand they have access to the free government phone but the minutes on those are so limited and there is no way to insure that there would be minutes available at the time something could occur. I believe that it is important to not only allow those already with the program to keep it but it is truly needed and the program itself should continue. Having this phone could mean the difference of someone being able to contact someone for help or just being left alone and not having the ability to reach out for assistance. I really appreciate your attention and consideration of my input provided here. Thank you, Dana J. Vargas

Investigation
Date: 6/14/2016 Analyst: Richard Martinez Submitted By: Telephone Type: Investigation
Comments entered for the record and filed in Docket Control.

Arizona Corporation Commission
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