



ORIGINAL

Arizona Corporation Commission  
Utilities Complaint Form

Investigator: Deborah Reagan Phone: <<< REDACTED >>> Opinion Date: 3/29/2017  
Opinion Number: 2017 - 139883 Priority: Respond within 5 business days  
Opinion Codes: Rates and Tariffs - Other Closed Date: 3/30/2017 12:15 PM

First Name: LaVerne L. Last Name: Cummings Account Name: LaVerne L. Cummings  
Arizona Corporation Commission

Address: DOCKETED

City: State: Zip Code: MAR 30 2017

Company: Cox Arizona Telcom , L.L.C. dba Cox Communications Division: Telephone DOCKETED BY *sb*

Nature Of Opinion

Docket Number: T-03471A-17-0036 Docket Position: Against

Gentlemen:

Recently Cox Communications issued a notice to its telephone subscribers in the Phoenix metro area advising of a planned upgrade to their network in 2017. Through communications with Cox's customer service department, I learned the planned upgrade is for the purpose of making modifications that will allow Cox to trouble shoot from their central office. This modification would result in the installation of a modem in every residence to provide access to the subscriber's telephone equipment. More concerning is the plan to discontinue providing battery backup service to their telephone network in the event of an electric power interruption.

This upgrade proposal is not an upgrade for the subscriber but instead places a significant burden on the telephone subscribers. Battery backup service is currently and should continue to be an obligation of Cox Communications. The option to install battery packs in every subscriber's home to maintain power in the event of a power loss is absurd and not a reliable option. Battery packs in individual residences will not be properly maintained leaving many subscribers vulnerable for safety concerns.

The announcement to subscribers regarding this so-called upgrade fails to clearly communicate all the facts as does the customer service representatives when making an inquiry. Telephone subscribers are not being made aware of the possible consequences of this modification and it appears they may be shielded from all the facts.

Cox Communications should be obligated to continue to provide battery power for their own network and not place the obligation or burden on the individual subscribers. Further, subscribers should be offered the option of the modem installation for Cox's benefit to access the subscriber's equipment. I request your intervention in this matter to avoid catastrophic consequences in an emergency situation.

Thank you for your consideration.

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Investigation

T-03471A-17-0036

## Arizona Corporation Commission Utilities Complaint Form

<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
3/30/2017	Deborah Reagan	Telephone	Investigation

Comments entered for the record and filed with Docket Control.

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