



BEFORE THE ARIZONA CORPORATION COMMISSION

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2018 MAR -6 A 10: 08

Arizona Corporation Commission

DOCKETED

MAR 6 2018

DOCKETED BY

- 1
- 2 Tom Forese
Chairman
- 3 Bob Burns
Commissioner
- 4 Andy Tobin
Commissioner
- 5 Boyd W. Dunn
Commissioner
- 6 Justin Olson
Commissioner

7 **IN THE MATTER OF AMENDED FORMAL**
COMPLAINT AGAINST QWEST
 8 **CORPORATION d/b/a CENTURYLINK**
BY LORIANNE OCHMANSKI AND
 9 **INTEL LOCK - TUCSON LOCKSMITH**

DOCKET T-010518-17-0346
COMPLAINANT'S REPONSE
TO QWEST CORPORATION
d/b/a CENTURYLINK
MOTION FOR MORE DEFINITE
STATEMENT

10 A Motion for More Definite Statement filed by Qwest Corporation d/b/a Centurylink's Counsel was received by the
 11 Complainant Lorianne ("Lori") Ochmanski on March 1, 2018.

12 On February 28, 2018, Lori Ochmanski was contacted by the Arizona Corporation Commission with a message that
 13 Centurylink Counsel requested to coordinate a time in the first 2 weeks of March 2018 to mediate this Complaint. I
 14 agreed to consider mediation and thus it appears that Counsel's motion for the More Definite Statement is an
 15 egregious attempt to confuse myself and the Court and Commission and delay this matter from being resolved.

16 Regarding my sentiments and response to Centurylink Counsel's Motion for More Definite Statement:

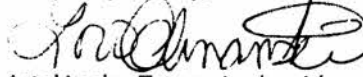
17 The copy of the Amended Complaint was sent by the Corporation Commission to Centurylink Counsel. Counsel did
 18 receive a legible copy. Amendment's redactions are for the protection of my personal information and my
 19 business' client information. Centurylink phone service problems were shown in the emails.

20 Allegations against Centurylink are line numbered on page 2 and supported by the email evidence submitted along
 21 with the Complaint. The allegations and supporting evidence outline Centurylink's failure to comply with certain
 22 Arizona Administrative Codes and within the allotted 5-business-day period in which they are legally required to fix
 23 these problems. These problems were not solved despite my many pleas. I am willing to amend the Complaint to
 24 include line numbers for the problems with service in the other paragraphs in the summary and for the problems
 25 listed in the more than 100 pages of email evidence although I do not believe that is customary.

26 In the section 'Nature of Relief Sought,' the requirements for a remedy to the destruction and life-altering
 27 atrocities committed by Centurylink staff and Counsel are very clearly defined and the damages continue to grow
 28 larger with each passing day as these problems with service are still unsolved.

29 My many attempts to resolve these issues have eaten up an overwhelming majority of my precious time and I
30 believe it is necessary for the Court and Commission to injunctively rule in my favor and order Counsel for
31 Centurylink to fix the phone as it is well past the 5-business-day time period they were legally given to make
32 repairs and order Counsel for Centurylink to disperse to the dollar amount of my losses stated, which also had
33 been requested by Diane Barnes and Greg Norman, and that had been included in my response to the Motions,
34 the original Complaint, and in the Amendment, and I respectfully ask that my request for the immediate remedy
35 be granted now.

Very Respectfully,



Intel Lock – Tucson Locksmith
Lori Ochmanski, Owner
2 E Congress St Suite 900
Tucson, AZ 85701
Intellock88@gmail.com

40 Original and thirteen (13) copies filed
41 This 2nd day of March, 2018, with:

42 DOCKET CONTROL
43 Arizona Corporation Commission
44 1200 West Washington Street
45 Phoenix, AZ 85007

46 Copy of the foregoing mailed/emailed
47 This 2nd day of March, 2018, to:

48 Andy Kvesic, Director
49 LEGAL DIVISION
50 Arizona Corporation Commission
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53 legaldiv@azcc.gov
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