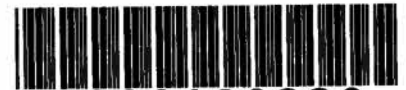


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BEFORE THE ARIZONA CORPORATION COMMISSION

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COMMISSIONERS

TOM FORESE - Chairman
BOB BURNS
ANDY TOBIN
BOYD DUNN
JUSTIN OLSON

2018 MAY -7 P 4: 50

DOCKETED

MAY -7 2018

DOCKETED BY
[Signature]

DOCKET NO. T-01051B-17-0346

IN THE MATTER OF THE FORMAL
COMPLAINT AGAINST QWEST
CORPORATION FILED BY LORI
OCHMANSKI OF INTEL LOCK - TUCSON
LOCKSMITH.

STATUS UPDATE

This case involves a formal complaint filed by Lorianne Ochmanski ("Ms. Ochmanski") on November 22, 2017, against Qwest Corporation d/b/a CenturyLink QC ("CenturyLink"). The Arizona Corporation Commission ("Commission") Hearing Division scheduled a Procedural Conference on April 23, 2018 to discuss the case.

At the Procedural Conference, Staff requested that the parties meet again with the participation of Utilities Division Director Elijah Abinah to see if the matter could be resolved informally. Neither Ms. Ochmanski or CenturyLink opposed Staff's request.

In an April 23, 2018 Procedural Order, the parties were directed to make a filing on May 7, 2018 updating the Commission on the status of settlement discussions. Since the April 23, 2018 Procedural Conference, the parties met in Tucson to go over Ms. Ochmanski's issues and to place several test calls to see if Ms. Ochmanski's services were working properly. An Engineer and Staff members from the Commission in addition to Central Office Technicians from CenturyLink were also present.

This week there will be further tests conducted by CenturyLink on Ms. Ochmanski's lines to determine whether the calls are rolling over as intended and whether Ms. Ochmanski's voicemail and calling features are working properly. The parties will also be paying attention to any instances where there is excessive static on the lines.

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1 On this 7th day of May, 2018, the foregoing document was filed with Docket Control as a
2 Utilities Division Staff Memorandum, and copies of the foregoing were mailed on behalf of the
3 Utilities Division to the following who have not consented to email service. On this date or as soon
4 as possible thereafter, the Commission's eDocket program will automatically email a link to the
5 foregoing to the following who have consented to email service.

6
7 Lori Ochmanski
8 Intel Lock – Tucson Locksmith
9 2 E. Congress Street Ste 900
10 Tucson, Arizona 85701
11 Intellock88@gmail.com
12 **Consented to Service by Email**

13 Norman G. Curtright
14 Associate General Counsel
15 CenturyLink, Inc.
16 4041 N. Central Avenue
17 Room 1100
18 Phoenix, Arizona 85012-3114
19 Norm.curtright@centurylink.com
20 Reed.peterson@centurylink.com
21 **Consented to Service by Email**

22 Andy M. Kvesic
23 ARIZONA CORPORATION COMMISSION
24 Director - Legal Division
25 1200 W. Washington St.
26 Phoenix, Arizona 85007
27 LegalDiv@azcc.gov
28 **Consented to Service by Email**

29
30 By: 
31 Karyn L. Christine
32 Executive Legal Assistant
33
34
35
36
37
38