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Before the Arizona Corporation Commission

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2018 OCT 25 A 9:42

Arizona Corporation Commission

DOCKETED

OCT 25 2018

DOCKETED BY

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

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8 **IN THE MATTER OF THE**
9 **FORMAL COMPLAINT AGAINST QWEST**
10 **D/B/A CENTURYLINK FILED BY**
11 **LORIANNE OCHMANSKI OF**
12 **INTEL LOCK – TUCSON LOCKSMITH**

DOCKET NO. T-01051B-17-0346

COMPLAINANT LORI OCHMANSKI OF
INTEL LOCK – TUCSON LOCKSMITH
STATUS UPDATE FOR JOINT MATRIX
FROM COMPLAINANT AND
QWEST CORPORATION D/B/A CENTURYLINK
FOR OCTOBER 22, 2018

13 On October 3, 2018, a Procedural Order was issued for the parties to submit a joint matrix, if possible,
14 regarding ongoing repairs and corrections to programming errors that had never made and/or not
15 completed by Qwest Corporation d/b/a Centurylink ('Centurylink') that have disrupted phone calls made
16 to and from the Complainant. The Complainant sent an answer to establish a joint matrix to Centurylink
17 and the Commission; however, Centurylink was unwilling to further discuss the items before the deadline
18 to coordinate a joint response matrix. As a result, these files are being sent individually.

19 The matrix report should include the following:

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21 The unresolved problems: Centurylink's failure to move phone service for the Complainant or resolve
22 extending issues, lack of honest response to trouble reports, repeated and frequent occurrence of static,
23 Caller ID not working for all calls for which caller ID info should be available, Call waiting trouble and
24 trouble with other phone call features, Voicemail answering calls before the phone rings and issues that
25 cause calls to not come through, and large gaps of time where there are no phone calls received because
26 of these errors

1 Remedies: \$120 MilUSD for damages to Complainant that resulted from long-term failure of Centurylink
2 to provide a utility service despite they said it would be and to repair phone service to ensure all calls can
3 be made and received or provide a viable and alternative secure phone.

4 Respectfully submitted this 22nd day of October, 2018.



Lorianne Ochmanski of
Intel Lock – Tucson Locksmith
2 E Congress St Suite 900
Tucson, AZ 85701

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9 Original and thirteen (13) copies filed
This 22nd day of October, 2018, with:

10 DOCKET CONTROL
11 Arizona Corporation Commission
12 1200 West Washington Street
13 Phoenix, AZ 85007

14 Copy of the foregoing emailed and/or mailed
15 This 22nd day of October, 2018, to:

16 Andy Kvesic, Director
17 LEGAL DIVISION
18 Arizona Corporation Commission
19 1200 West Washington Street
20 Phoenix, AZ 85007
Legaldiv@azcc.gov
utildivservicebyemail@azcc.gov

Elijah O. Abinah, Director
LEGAL DIVISION
Arizona Corporation Commission
1200 West Washington Street
Phoenix, AZ 85007
Legaldiv@azcc.gov
utildivservicebyemail@azcc.gov

Ranelle S. Paladino
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007
rpaladino@azcc.gov

1 Pamela Genung
Arizona Corporation Commission
2 1200 West Washington Street
Phoenix, AZ 85007
3 PGenung@azcc.gov

Maureen Scott
Arizona Corporation Commission
1200 West Washington Street
Phoenix, AZ 85007
mscott@azcc.gov

4 Reed Peterson
Regulatory Affairs Department
5 Qwest Corporation d/b/a Centurylink
20 East Thomas Rd, 1st Floor
6 Phoenix, AZ 85012
Reed.peterson@centurylink.com

7
Norman G. Curtright
8 Associate General Counsel
Qwest Corporation d/b/a Centurylink
9 20 East Thomas Road, 1st Floor
Phoenix, AZ 85012
10 Norm.Curtright@centurylink.com