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Before the Arizona Corporation Commission

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AZ CORP COMMISSION
DOCKET CONTROL

2019 JAN 29 A 10: 29

Arizona Corporation Commission

DOCKETED

JAN 29 2019

DOCKETED BY
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- 1
- 2 Tom Forese
Chairman
- 3 Bob Burns
Commissioner
- 4 Andy Tobin
Commissioner
- 5 Boyd Dunn
Commissioner
- 6 Justin Olson
Commissioner
- 7

DOCKET NO. T-01051B-17-0346

CLARIFICATION REGARDING
DISCOVERY

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

11 The following items were sent to Qwest Corporation QC d/b/a Centurylink ("Centurylink") by Lori
 12 Ochmanski of Intel Lock – Tucson Locksmith ("the Complainant") for clarification.

13 The Complainant requested:

14 1.)

15 A copy of all email communications between Complainant and Centurylink staff, between Centurylink
 16 staff members, and between affiliates, including all customer service representatives, sales reps,
 17 employed or contracted repair technicians, complex translations staff, CO (central office) staff, line
 18 repair staff, representatives, and technicians, screening staff, line number portability staff, voicemail
 19 staff, and staff in other departments or entities who had any communication with the Complainant or
 20 other Centurylink staff members and associates about the account(s) and telephone numbers (520) 299-
 21 0125, (520) 749-3268, (520) 792-1308, (520) 443-1195, (888) 801-1095.

22 2.)

23 A copy of call recordings made for Quality Assurance between the Complainant and Centurylink staff,
 24 and internally between Centurylink staff members, including customer service representatives; sales
 25 reps; employed or contracted repair technicians; complex translations staff; CO staff; line repair staff,
 26 representatives, and technicians; screening staff; line number portability staff; voicemail staff; and staff

1 of any of the other departments who have had any other type of communication regarding telephone
2 numbers (520) 299-0125, (520) 749-3268, (520) 792-1308, (520) 443-1195, (888) 801-1095.

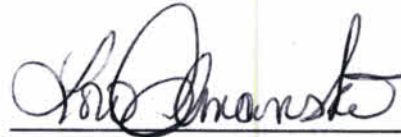
3 3.)

4 Any and all other files that are associated with the telephone account(s) in regards to the problems with
5 service.

6 As additional records may be created, they should be sent via email or USPS as needed.

7 Please provide the requested materials by January 31, 2019 or before to 2 E Congress St, Suite 900,
8 Tucson, AZ 85701.

9 Respectfully submitted this 25th day of January, 2019.



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

13 Original and thirteen (13) copies filed
14 This 25th day of January, 2019, with:

15 DOCKET CONTROL
16 Arizona Corporation Commission
17 1200 West Washington Street
18 Phoenix, AZ 85007

19 Copy of the foregoing emailed and/or mailed
20 This 25th day of January, 2019, to:

21 Robin Mitchell, Legal Division Chief Counsel/Division Director
22 LEGAL DIVISION
23 Arizona Corporation Commission
24 1200 West Washington Street
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4 Timothy Goodman, Associate General Counsel
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