

**Action Alert! - NO CenturyLink Rate Increase  
Information & Perspective by Warren Woodward  
Sedona, Arizona ~ December 23, 2015**

If you are a CenturyLink customer then you have no doubt gotten the mailing CenturyLink sent out recently.

CenturyLink wants another add-on fee of \$1 to \$3 per month for so-called "Facility Relocation." Yet CenturyLink cannot even explain what "facilities" are being "relocated" or why we should be socked for it.

If you are a CenturyLink customer I strongly urge you to write, email or call the Arizona Corporation Commission (ACC) and tell them to vote NO on CenturyLink's proposed rate increase.

To email the ACC, you can use the ACC's public comment form here:  
<http://eservice.azcc.gov/Utilities/PublicComment>

The ACC phone numbers are (602) 542-4251 or 1-800-222-7000 if calling outside the Phoenix Metro area.

Below is what I mailed in. Note that your comments do not have to be anywhere near as long. "Vote NO" is good enough!

**Warren Woodward  
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Sedona, Arizona 86336  
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December 23, 2015

Arizona Corporation Commission (ACC)  
Docket Control Center  
1200 West Washington Street  
Phoenix, AZ 85007-2996

Re: Docket # T-01051B-15-0382

IN OPPOSITION to CenturyLink's "Facility Relocation Cost Recovery Surcharge"

Commissioners;

As a CenturyLink customer, I strongly object to their latest attempt to scam customers with

another add-on fee. I urge you to vote NO when the matter comes before you.

“Scam” may seem like a strong word but try calling the phone number CenturyLink provided customers in the mailing they sent out and asking just what specific “facilities” needed “relocating” in Arizona and you will find, as I did, that CenturyLink cannot answer.

“If you have any questions about this Application or have any objections to its approval, you may contact CenturyLink in writing at the address in the preceding paragraph, by phone at 866-755-7435 ....”

(CenturyLink mailing, also docketed here:

<http://images.edocket.azcc.gov/docketpdf/0000167332.pdf> )

Here was my experience: First person who answered had no idea what I was talking about and placed me on hold for several minutes while searching for someone who might know. Second person who answered did not know either. The conversation was surreal as I then asked him to find out and he flatly refused. I explained the mailing and that this was the number given. He didn't care. I explained that *someone* or *some department* at CenturyLink must know what I am talking about and that I wanted to talk with them. He didn't care. I asked him to transfer me to his supervisor. He came back after placing me on hold for several minutes and said that he was not going to transfer me because none of his supervisors knew either. He then said he would transfer me to another department, laughed and hung up on me.

This is not a complaint about CenturyLink's poor customer service. I related the above to show that CenturyLink cannot provide any reasons for this money grab. They cannot provide any at the number they list. They provided none in the mailing they sent out. They have provided none in their ACC docket filings. If someone is asking for money they should damn sure have their ducks in a row. CenturyLink does not. In short, this is a scam.

Additionally, enclosed is a fairly recently article from Dow Jones Newswires detailing CenturyLink's profit increases. It's clear from the article that CenturyLink does not need another \$1 to \$3 a month from their Arizona customers.

Vote NO.

Sincerely,

Warren Woodward

### **CenturyLink Profit Rises on Higher Business Network Sales**

48 days 2 hours 23 minutes ago - DJNF

By Josh Beckerman

[CenturyLink Inc.](#)'s third-quarter profit rose 9% as its business network sales increased.

The communications and information technology company said a strong "sales funnel" has continued into the fourth quarter, with October sales marking its best monthly total this year.

CenturyLink added about 11,300 Prism TV customers during the quarter, for a total of about 269,000. CenturyLink also has hired financial advisers to pursue strategic alternatives for its 59 data centers, potentially including a joint venture or sale.

"We expect colocation services to remain part of our service offerings, but we do not believe ownership of the physical data center assets is necessary to effectively deliver those services," the company said. For the quarter ended Sept. 30, net income was \$205 million, or 37 cents a share, compared with \$188 million, or 33 cents a share, a year earlier. Earnings excluding items rose to 70 cents a share from 63 cents.

Operating revenue rose 0.9% to \$4.55 billion from \$4.51 billion.

Revenue related to a government program to expand rural broadband service, and strength in high-bandwidth data services and consumer strategic revenue, offset declines in low-bandwidth data services and the landline business.

The company expects fourth-quarter earnings excluding items of 62 cents to 67 cents a share on operating revenue of \$4.4 billion to \$4.45 billion.

CenturyLink has stepped up its efforts in cloud technology and big data with the acquisitions of Tier 3, Cognilytics and Orchestrate.

In after-hours trading, shares were up 1.7% to \$28.49.

Write to Josh Beckerman at [josh.beckerman@wsj.com](mailto:josh.beckerman@wsj.com)

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(END) Dow Jones Newswires

November 04, 2015 19:00 ET (00:00 GMT)