

**COMMISSIONERS**  
MIKE GLEASON - Chairman  
WILLIAM A. MUNDELL  
JEFF HATCH-MILLER  
KRISTIN K. MAYES  
GARY PIERCE



**ARIZONA CORPORATION COMMISSION**

**KRISTIN K. MAYES**  
Commissioner

Direct Line: (602) 542-4143  
Fax: (602) 542-0765  
E-mail: kmayes@azcc.gov

August 30, 2007

Mr. Pat Quinn  
Arizona President  
Qwest Communications  
20 E. Thomas Road, 1<sup>st</sup> Floor  
Phoenix, AZ 85012

**Re: Alleged Qwest Performance Delays Impacting City of Prescott Infrastructure Improvements; Docket No. T-01051B-07-0489**

Dear Mr. Quinn:

Earlier this week, I received a copy of an August 23 letter sent to you by Prescott Mayor Rowle Simmons and Prescott Mayor Pro-tem Jim Lamerson regarding City of Prescott infrastructure improvements on Iron Springs Road and Copper Basin Road. According to the letter, Qwest's failure to perform the required relocation of the Company's facilities in association with these improvement projects have come at a great cost, in both time and money, to the city and its residents.

As you know, the City began making plans for the Iron Springs Road project in June 2003, and initiated plans for the Copper Basin Road Project in 2004. Phase I for the Copper Basin Road project began in January, 2006, and as of last week Qwest's relocation efforts were still not complete. Mayor Simmons has informed me that more than 90 days have been added to the length of the Iron Springs project because of Qwest's delays. Clearly frustrated by these delays, the City of Prescott stated in its letter that Qwest's performance has been "unprofessional and unacceptable to the community."

Qwest's apparent inability to timely perform its work on these relocation projects, and the impact it is having on the City of Prescott, greatly concerns me. Therefore, I would like Qwest to respond to the following questions.

First, what caused Qwest's delay in performing its work on the Copper Basin and Iron Springs projects and what steps is Qwest taking to resolve this situation?

Second, what steps will Qwest take to assure this Commission that unnecessary delays like this will not re-occur in Prescott or other cities?

As you know, the Commission recently opened a generic docket to examine Qwest's service quality issues. I believe Qwest's apparent failure to perform its work in Prescott should be explored as part of that docket, and will be posing questions about the Company's relocation policies and the possible impact those policies are having on service quality during the Qwest Service Quality proceedings.

Mr. Pat Quinn  
August 30, 2007  
Page 2

In the meantime, I would appreciate a timely response to my questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Kris Mayes", written in a cursive style.

Kris Mayes  
Commissioner

Cc: Chairman Mike Gleason  
Commissioner William A. Mundell  
Commissioner Jeff Hatch-Miller  
Commissioner Gary Pierce  
Dean Miller  
Ernest Johnson  
Chris Kempley  
Lace Collins  
Mayor Rowle Simmons  
Mayor Pro-tem Jim Lamerson  
Councilmember Bob Bell  
Councilmember Steve Blair  
Councilmember Robert Luzius  
Councilmember Bob Roecker  
Councilmember Mary Ann Suttles