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September 19, 2007

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

Re: Qwest Outages in Skull Valley; Docket No. T-01051B-07-0489

Dear Mr. Quinn:

It has come to my attention that the community of Skull Valley, outside of Prescott, has experienced numerous telephone outages in recent months. My office received an email from Ms. Allison Dixon, President of the Skull Valley School District, in which she described numerous outages that have affected her personal telephone service, the phone service at the Skull Valley Elementary School, as well as the 911 emergency service that serves Skull Valley.

According to Ms. Dixon, the outages affecting the Skull Valley Elementary School are "a dangerous situation for the students and staff at the school as there is no other means of communication."

In addition to the outages afflicting the community, Ms. Dixon takes issue with poor customer service by Qwest, indicating in her email that Qwest's attempts to apply "band aids" to fix the system have not remedied the problems with the phone service in Skull Valley.

The problems outlined by Ms. Dixon are very serious and demand immediate attention by Qwest. The outages in Skull Valley would appear to be impacting public safety and education facilities as well as residential customers, and are greatly concerning to me. Therefore, I would like Qwest to respond to the following questions:

First, what is the cause of the outages affecting customers in Skull Valley?

Second, what is Qwest doing to quickly make repairs to the system to prevent future outages? Is Qwest making additional investment in infrastructure in Skull Valley, and surrounding areas, to improve service quality and decrease the numerous outages? If so, please specify what improvements are being made.

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I am docketing the email I received from Ms. Dixon as well as this letter in the Qwest Service Quality Docket, and strongly believe that outages impacting schools and emergency first responders should be addressed as part of that docket.

In the meantime, I look forward to a timely response to my questions.

Sincerely,



Kris Mayes
Commissioner

Cc: Chairman Mike Gleason
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