

✓ Ken Ack
sent 7/23/09

✓ To Commms.
: H

Jean Jewell

From: secretary
Sent: Thursday, July 23, 2009 9:57 AM
To: Barb Barrows; Jean Jewell
Subject: FW: Qwest Billing Policy

From: Lloyd K Brown[SMTP:LKBANDSLB@MAC.COM]
Sent: Thursday, July 23, 2009 9:56:53 AM
To: secretary
Subject: Qwest Billing Policy
Auto forwarded by a Rule

Sir:

As a customer who pays automatically, I feel strongly that Qwest should be required to wait 15 days after posting a bill before collecting the payment.

Thank You,

L. Kent Brown

✓ Jean Beck
sent 7/23/09

✓ To Commms.
i H

Jean Jewell

From: secretary
Sent: Thursday, July 23, 2009 10:34 AM
To: Barb Barrows; Jean Jewell
Subject: FW: Qwest

GNR-T-09-03

From: Rhonda Willoughby[SMTP:DCRRHONDA@MSN.COM]
Sent: Thursday, July 23, 2009 10:35:56 AM
To: secretary
Subject: Qwest
Auto forwarded by a Rule

I do not agree with Qwest charging my credit card before I have an opportunity to look at my bill and make sure that there are not charges on there that should not be.

Thanks Rhonda Willoughby

*✓ Men Ack
sent 7/23/09*

*✓ To Comms.
: H*

Jean Jewell

From: secretary
Sent: Thursday, July 23, 2009 12:23 PM
To: Barb Barrows; Jean Jewell
Subject: FW: Quest credit card billing practice

GNR-T-09-03

From: Deb Abbott[SMTP:DEB5756@OVERARCH.COM]
Sent: Thursday, July 23, 2009 12:22:25 PM
To: secretary
Cc: Deb Abbott
Subject: Quest credit card billing practice
Auto forwarded by a Rule

Dear PUC staff,

I agree with the editorial in the July 23rd Idaho Statesmen, written by Mr. Wieczorek of Caldwell, that Quest should not be able to charge the customer's credit card until at least 15 days after the billing date. I have authorized Quest to charge my credit card for my monthly Quest bill. I have always thought it was peculiar that Quest charges my credit card on my billing date rather than on the bill due date. All the other vendors that I have set up auto payments with, charge my card on the bill due date or give me the choice of what day I want the charge to appear. I asked that you require Quest to follow the 15 day rule to also include charging a customers credit card.

Thank you for your time

Deb Abbott
4255 E Deer Flat Rd
Kuna, ID 83634
208-922-5567

✓ Jean Ark
sent 7/23/09

✓ To Commus.
: H

Jean Jewell

From: secretary
Sent: Thursday, July 23, 2009 2:04 PM
To: Barb Barrows; Jean Jewell
Subject: FW: Qwest credit card billing

From: Orville Jones[SMTP:OJJONES@USFAMILY.NET]
Sent: Thursday, July 23, 2009 2:03:46 PM
To: secretary
Subject: Qwest credit card billing
Auto forwarded by a Rule

Reference GNT-T-09-03

Regarding Qwest credit card billing I'd like to include my experience with Qwest billing practice. I spend 6 months in Boise, Idaho and 6 months in Mesa Arizona. I have a high speed DSL account which I have to move from one location to the other. At the time of billing I'll be billed for something over \$100.00 which is billed against my credit card account. A month latter I'll be credit with the over billed amount, but it is never credited to my credit card amount, just to my Qwest account. Therefore I believe Qwest is using my money for a period of time until the credited amount is used up by my unused time in the just left location.

Sincerely

Orville Jones
10358 Harvester Dr
Boise, Idaho 93709

*✓ Gen Ack
sent 7/23/09*

*✓ To Commis.
? H*

Jean Jewell

From: secretary
Sent: Thursday, July 23, 2009 3:53 PM
To: Barb Barrows; Jean Jewell
Subject: FW: GNR-T-09-03

From: ROY MARILYN JAMIESON[SMTP:RJAMIESON2@Q.COM]
Sent: Thursday, July 23, 2009 3:52:24 PM
To: secretary
Subject: GNR-T-09-03
Auto forwarded by a Rule

I would like to object to Qwest's billing practices. When I first noticed two months ago that I was billed (taken from my checking account) on May 7 but didn't receive a bill until May 15 I questioned Qwest. Was told there was a change in the billing cycle but I continue to see this deducted BEFORE the billing date. Please add my objections to those of others. We are retired, get paid once a month and scheduling our payments is a necessity. Thank you.

Marilyn Jamieson