

✓ Gen. Ack
sent 7/24/09

✓ To Comments
i H

Jean Jewell

From: secretary
Sent: Thursday, July 23, 2009 6:13 PM
To: Barb Barrows; Jean Jewell
Subject: FW: Case No. GNR-T-09-03

From: scrapgranny@juno.com[SMTP:SCRAPGRANNY@JUNO.COM]
Sent: Thursday, July 23, 2009 6:10:47 PM
To: secretary
Subject: Case No. GNR-T-09-03
Auto forwarded by a Rule

I would like to comment regarding Qwest's policy of disobeying the law in charging credit cards before the customer has the opportunity to check their bill for accuracy.

Quite some time ago, I removed my credit card from Qwest's automatic payment system because I frequently received incorrect bills and it would take more than one cycle to get the bill corrected. I did not feel they had the right to use my money for a month or two at a time while they "investigated" the error. I believe they should be made to obey the law and charge credit cards only after the customer has a period of time to check their bill for accuracy.

Mrs. Richard Boyer
378-9978

✓ Ken Acke
sent 7/24/09

✓ To Commms.
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Jean Jewell

From: secretary
Sent: Thursday, July 23, 2009 6:45 PM
To: Barb Barrows; Jean Jewell
Subject: FW: QWest

From: Ken Bauer[SMTP:KVBAUER@CABLEONE.NET]
Sent: Thursday, July 23, 2009 6:44:53 PM
To: secretary
Subject: QWest
Auto forwarded by a Rule

Hi
Let me tell you how disappointed with QWest.

On 10 Jun 09 I requested that my DSL service be discontinued. I have an email from QWest that my DSL service will be terminated 15 Jun 09.

However, I was charged with the full DSL service for the period 19 Jun 09 to 18 Jul 09 at the undiscounted rate of \$45 (the lifetime rate should have been \$26.99.) The new advertised rate for the same DSL service is just \$14.99. I do understand that the rates for DSL service is dropping.

The problem gets bigger when I called the QWest representative. After I explained the billing problem...he just "hung-up" on me. If I could have jumped through the lines I would have chocked him. Anyway...when I reached another service representative, she stated that the situation would be corrected during the next billing period. BTW...I am on auto pay with American Express.

After my frustration with QWest, I called American Express Credit Card and ask them to put the charge into "Dispute"...AE said yes and that there would be a \$100 charge applied to QWest for miss-billing.

If you need or want copies of the emails, I have them saved.

Thanks again
Ken Bauer
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208.362.3210