

Jean Jewell

From: mike@spocbot.com
Sent: Thursday, May 17, 2012 9:06 AM
To: Jean Jewell; Beverly Barker; Gene Fadness
Subject: PUC Comment Form

A Comment from Mike Norris follows:

Case Number: GNR-T-12-03
Name: Mike Norris
Address: 520 Auburn Ave
City: Idaho Falls
State: ID
Zip: 83401
Daytime Telephone: 208-206-6737
Contact E-Mail: mike@spocbot.com
Name of Utility Company: CenturyLink
Acknowledge: acknowledge

Please describe your comment briefly:

There is a reason that this company needs to be regulated, monitored, and governed. They are experts at marketing and selling services, but they have a long long long record of horrible, virtually non-existent alleged customer service. In fact, their old slogan when they were Qwest was 'The Spirit of Service' because they knew they did NOT actually provide service, just the spirit of it! I have dealt with CenturyLink both as a residential customer and a business customer, and as a former employee. I know for a fact that they will be as deceptive and untrustworthy as they can be. Please do not allow them to bamboozle your committee into thinking that they are somehow picked on or harmed by unfair policies. As a consumer we need this protection and impetus to force this company to actually be responsible and provide the services that they get paid to provide. One last thing, if they feel that they are somehow burdened by the credits they are required to offer when they do not provide the service they offer, I challenge them to prove this, it seems to be that they take great latitude in defining a natural disaster that exempts them from this credit anyway!

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 174.126.29.155
