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IDAHO PUBLIC
UTILITIES COMMISSION

June 13, 2003

Commissioners
Idaho Public Utilities Commission
472 W Washington Street
Boise, Idaho 83702

Re: My Comments on Qwest Local Service
Deregulation Petition

Dear Commissioners:

I am one of the Intervenors in this case, but I did not testify because at the time testimony was due, I thought I was no longer a Qwest customer. It turned out that I was unable to disconnect Qwest and substitute MCI, so I have in fact remained a Qwest customer and that is why I did appear at the hearing in this case.

I do not believe Qwest should be able to deregulate local service until such time as their billing practices are subject to some kind of supervision, such as arbitration. Further, the ITSAP credit should be applied to cell phones too. Presently it is only applicable to land line phones. I receive this credit on my land line and it is necessary for me.

My problems with Qwest billing began in December, 2002, when I attempted to disconnect MSN service. My son actually ordered it, and he moved out in December, so I didn't have any use for it, since he took his computer. My wife, Tina Dietz, and I made 6 or 7 phone calls to Qwest with no results. I received a disconnect notice and I had to pay for this service even though I didn't use it. I am still (in June) being charged \$21 a month for MSN.

So, in March I talked to MCI and tried to change phone carriers. However, several weeks after I talked to them, MCI called and said I needed to put down a \$60 deposit. But, then Qwest kept charging for MSN and I did not pay and now MCI says they cannot connect me because Qwest has a block on my line. I presently have a bill for \$21 for the June MSN charge. I don't use MSN or want it.

I do feel the survey results by Dr. Lincoln are not reliable because I know that many people refuse to answer these surveys and Dr. Lincoln did not ask the customers surveyed if they had problems with Qwest, which might affect a customers response to the questions.

Thank you for considering my views.

