

Jean Jewell

From: Ed Howell
Sent: Wednesday, April 23, 2003 9:38 AM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Wednesday, April 23, 2003
8:38:07 AM

Case:
Name: alan Scholtec
Street_Address: 12699 wild rose ln
City: nampa
State: id
ZIP: 83686
Home_Telephone: 208 468-9909
E-Mail: aschol@qwest.net
Company: Qwest
mailing_list_yes_no: no
Comment_description: I believe it is your responsibility to protect the interests of the people of Idaho, primarily from a financial standpoint. By disallowing the deregulation of certain services Qwest provides subscribers like me, you are in fact demanding we pay more for those services than we would in a competitive deregulated environment. As a previous business owner and a consumer in Idaho, I find that concept very difficult to understand and justify... don't you?

Alan Scholtec
12699 Wild Rose Ln
Nampa, ID 83686
208 468-9909

Transaction ID: 423838.7
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>
User Address: 199.168.32.5
User Hostname: 199.168.32.5

Jean Jewell

From: Ed Howell
Sent: Wednesday, April 23, 2003 9:27 AM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Wednesday, April 23, 2003
8:26:50 AM

Case:
Name: andrew hotchkiss
Street_Address: 1210 n 15th st
City: boise
State: id
ZIP: 83702
Home_Telephone: 2083454414
E-Mail:
Company: qwest
mailing_list_yes_no: yes
Comment_description: Hi -- just thought I would voice my support for the proposed deregulation of residential phone service submitted by Qwest. Regulation was good for the consumer initially, when there was a lack of competition for phone service however I think it hurts the consumer when other options for phone service become available -- i.e. cell phones and other basic phone service providers. I think it is now time to let the market regulate prices. The way I see it, if Qwest gets approval to deregulate, the market will require that the prices they offer stay competitive. If prices are raised (which I don't think they will be) even more customers of Qwest's will find other options for service and trust me, the PUC's in other states will see what happened in our state and will never approve any of Qwest's other dereg applications. Lets give the market the chance to regulate itself. Thanks for hearing me out.

Transaction ID: 423826.50
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>
User Address: 199.168.32.6
User Hostname: 199.168.32.6

Jean Jewell

From: Ed Howell
Sent: Wednesday, April 23, 2003 9:18 AM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Wednesday, April 23, 2003
8:17:41 AM

Case:
Name: Gerry Guzman
Street_Address: 1935 N. Belgrave Way
City: Eagle
State: Idaho
ZIP: 83616
Home_Telephone: 208-938-9797
E-Mail: gguzman@qwest.com
Company: Qwest
Comment_description: As a Service Manager for Qwest representing the Government and Education marketing accounts for both Idaho and Montana, I feel it is my responsibility to respond for the hundreds of employees at Qwest who are doing their best to provide top notch telephone service to the business and residential customer. We are losing a large base of our customers to cell phone usage based not on servicebut cost. The cell phone market is not hampered in any way by regulation from the commission concerning pricing and packaging of service. Qwest, on the other hand, is required to offer the customer the price that the Commission tells Qwest they can offer. Much hard work has been done by Qwest in Idaho to improve the service and the relationship with the Customer. We receive much positive feedback from our Customer base here in Idaho and feel that we are working hand in hand with our community to provide professional and courteous service. All Qwest is asking is to allow us to be placed on an even field so that we can compete fairly with the cell phone industry and at the same time provide top-notch, excellent customer service to our Idaho customers. Thank you for allowing me the forum to pass along my views. As a Service Manager, I work with so many different entities of business and I consistently see the impact of cell phone business eroding away at our customer base.....as I stated before, not because of the lack of exceptional service, but for cost reasons.

Regards,

Gerry Guzman
Service Manager II
Government& Education
208-385-8326

Transaction ID: 423817.41
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>
User Address: 199.168.32.10
User Hostname: 199.168.32.10