

Jean Jewell

From: Ed Howell
Sent: Tuesday, November 04, 2003 1:06 PM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Tuesday, November 04, 2003
1:06:13 PM

Case: QWE-T-02-25
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mailing_list_yes_no: yes

Comment_description: Thank you, thank you, thank you, for have people who understand the jargin that Qwest attorney's confuse the public with. Hang in there, I think you are doing a great job.

What a coincidence I receive your packet today, I just wrote the president of Qwest about reprogramming my cell phone or giving me a new one. Because they have shut down all of the service centers to save money, they want the consumer to purchase new phones as the PRL (prefered roaming list) becomes obsolete. Qwest has an agreement with Snake River PCS to have a roaming agreement (free roaming), but the phone must have the correct PRL or it will get shoved off to an off agreement roaming carrier and one must reconcile after receiving phone bill. If one does not take the time to reconcile they are charged that additional amount. This is extra consumer time to do all of this. Anyway they do not want to reprogram phones anymore, so I said OK give me a phone that works in these advertised areas as promised when I "contracted" service. The phone reps just give you so much jargin and blow you off as a trouble maker that they do not want to deal with. I will see what happens by writing the president.

Other comments: I hope you folks are working closly with other states, how they cope, deal with the big guy attorneys. Rather than rewriting the books all the time, yall can keep in touch for the best end result. Doesn't sound like I trust Qwest, does it- no.

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