

## Jean Jewell

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**From:** Ed Howell  
**Sent:** Wednesday, April 16, 2003 4:28 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Wednesday, April 16, 2003  
3:28:24 PM

Case: QWE-T-03-10  
Name: David C. Mortensen  
Street Address: 3791 Stockman Rd.  
City: Pocatello  
State: Idaho  
ZIP: 83204-2007  
Home Telephone: (208) 235-1073  
E-Mail: staggerndave@hotmail.com  
Company: QWEST

mailing\_list\_yes\_no: yes

Comment\_description: Dear Commissioners,

I strongly urge you to not approve QWEST's request to close the payment in Pocatello, Idaho or in any other Idaho locations. QWEST's claim that there are sufficient payment options for consumers is not completely true. Most of the options they speak of require the owning or access to a computer, a credit or debit card, or sufficient funding to have the amount automatically withdrawn from their bank account. While these are nice options, they don't fit all consumers. Being able to go to the QWEST payment center and pay with cash and have the payment immediately logged to the customer's account is often the only option that many customers have. The gap between the haves and have nots is ever widening, and closing the payment center only increases that gap. Going to some other pay location and having to pay a fee to that agent in order to process a payment which gets booked to the customers account a day or three later is not a viable option for many of the state's working poor;the under-employed. It also isn't fair.

So for these reasons and for what it may be worth, I am requesting a denial of QWEST's proposition. The payment centers may not be as cost effective as the corporation would like, but they are a needed service.

Cordially,  
David C. Mortensen  
3791 Stockman Rd.  
Pocatello, Id 83204

Transaction ID: 4161528.24  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 24.116.159.172  
User Hostname: 24.116.159.172

## Jean Jewell

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**From:** Ellen Andrews  
**Sent:** Tuesday, April 15, 2003 10:02 AM  
**To:** CJ Cooper  
**Cc:** Jean Jewell  
**Subject:** FW: Complaint acknowledgement

-----Original Message-----

From: Ed Howell  
Sent: Tuesday, April 15, 2003 10:20 AM  
To: Ellen Andrews; Beverly Barker; Ed Howell; Tonya Clark  
Subject: Complaint acknowledgement

WWW Form Submission:

Tuesday, April 15, 2003  
9:20:29 AM

Name: Brenda Brodin  
Street\_Address: 450 W. Griffith Rd. #23  
City: Pocatello  
State: ID  
ZIP: 83201  
Home\_Telephone: 208-237-3277  
Work\_Telephone: 208-237-3894  
E-Mail: MysticStarr@aol.com  
Home\_Business: Both  
Business\_Name: Saginaw Trucking LLC  
Business\_Street\_Address: 450 W. Griffith Rd.#23  
Business\_Phone: 208-237-3894  
Complaint\_Company: Qwest  
Contacted\_utility: yes

Complaint\_description: I am letting you know that I am very strongly against the closing of the customer payment center in the Pocatello Idaho area. These companies; Idaho Power, Intermountain Gas, Qwest, etc. aren't considering how inconvenient it is for people who use these places and would rather talk to a live person rather than a impersonal disconnect phone voice that is about one half the time rude. There isn't anything like personal contact with customers anymore, it's just increase rates and grab their money and run. Maybe that's why people are so angry about so many things anymore. Please don't close this center.

Transaction ID: 415920.29  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/cons>  
User Address: 205.188.209.74  
User Hostname: 205.188.209.74