

Jean Jewell

From: Ed Howell
Sent: Tuesday, April 22, 2003 10:50 PM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Tuesday, April 22, 2003
9:50:14 PM

Case: QWE-T-03-10
Name: Margaret Williams
Street_Address: 440 Holly St
City: Chubbuck
State: Idaho
ZIP: 83202
Home_Telephone: 208 238-9200
E-Mail: mawillil@ida.net
Company: Qwest

mailing_list_yes_no: yes

Comment_description: I have worked for the telephone company for over 30 years through many changes in the way of doing business. I know for a fact that the most aggravating change to our customers is the lack of face-to-face contact. I hear more comments on this than any other complaint. The closing of these payment centers will also cause undue stress and hardship to our elderly customers who find it difficult to deal with change. Please reconsider these closures for the good of the public.

Transaction ID: 4222150.13
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>
User Address: 69.20.145.77
User Hostname: 69.20.145.77

Jean Jewell

From: Ed Howell
Sent: Tuesday, April 22, 2003 5:42 PM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Tuesday, April 22, 2003
4:41:48 PM

Case: QWE-T-03-10
Name: Lindee Adams
Street Address: 56 Plateau Drive
City: Pocatello
State: ID
ZIP: 83204
Home Telephone: 232-0764
E-Mail: lindee@calpolymers.com
Company: Qwest

mailing_list_yes_no: yes

Comment_description: I feel it was a nice service for Qwest to offer, however so many businesses are finding it necessary to downsize right to be effective and competitive. For those people who feel they have no option other than to pay in cash, perhaps they should be using money orders from the post office or a bank. It would seem that Qwest could simply charge Pocatello cash payers the \$2.27 as a processing fee for using the pay center, however, these payments are on a walk-in basis so the amount of payments are not secured.

Transaction ID: 4221641.48
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>
User Address: 63.228.185.4
User Hostname: 63.228.185.4