

I think that it stinks, that they want to close the telephone pay station. Never mind the inconvenience to us, the customers. Some of us don't live in Pocatello and so when we come to town to pay our bills we have routine routes to take care of all our obligations and for some of us it just makes more travel around town. We already have to deal with the inconvenience of not being able to talk to a human when we call their office, until we have gone through a whole bunch of trouble having to listen to a recording. I personally don't like what they call "Progress" Thanks

I think that the customers have bent over backwards to accomodate all the changes these utility Companies have made - as far as I am concerned the only people being accomodated are the utilities.

Have a good day!

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2003 APR 28 PM 3:41
IDAHO PUBLIC
UTILITIES COMMISSION

Jean Jewell

From: Ed Howell
Sent: Monday, April 28, 2003 4:17 PM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Monday, April 28, 2003
3:17:16 PM

Case: QWE-T-03-10
Name: Brian Murdock
Street_Address: 1424 S. 1st Ave
City: Pocatello
State: Idaho
ZIP: 83201
Home_Telephone: 208-233-8757
E-Mail: murdock@ida.net
Company: QWEST

mailing_list_yes_no: no

Comment_description: The customer payment center you are proposing to close is the most efficient and customer friendly location that QWEST has. Going to these other stores is a pain. Every time I go in there it is very busy. Sometimes I have to wait in line but the ladys that work there are very profesional and curtious. You'd be waisting a good thing if you close this location.

Transaction ID: 4281517.16
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>
User Address: 69.20.138.129
User Hostname: 69.20.138.129

Jean Jewell

From: Ed Howell
Sent: Monday, April 28, 2003 10:51 AM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Monday, April 28, 2003
9:51:23 AM

Case: QWE-T-03-10
Name: Bonnie Liston
Street Address: 1591 Zener apt. B-1
City: Pocatello
State: Idaho
ZIP: 83201
Home Telephone: 208.233.4452
E-Mail: bones144@cableone.net
Company: Qwest

mailing_list_yes_no: yes

Comment_description: Closing of the customer payment center.

The closing the payment center would hurt the area because people who need to make arrangements or have problems on their bill would not be able to have personal contact or access to a phone to enable them to fix the problem. Also a person could not get their payments posted at the time of payment. I personally pay my phone a month ahead and I would not be able to keep my records as straight if I had to go to a payment center that doesn't have access to my account and information.

Also if the payment center was to close I would be looking for a new phone provider such as sprint or mci and as soon as that service was available I would be changing my service. I love the convenience of having a payment center and a real person to talk to face to face and if that was unavailable then I may as well look into different services even if they don't provide a payment center.

Thank you, Bonnie Liston

Transaction ID: 428951.23
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>
User Address: 24.116.155.156
User Hostname: 24.116.155.156