

Jean Jewell

From: Front
Sent: Wednesday, August 13, 2003 7:57 AM
To: Jean Jewell
Subject: FW: Complaint acknowledgement

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

From: Ed Howell
Sent: Tuesday, August 12, 2003 6:19 PM
To: Front; Beverly Barker; Ed Howell; Tonya Clark
Subject: Complaint acknowledgement

WWW Form Submission:

Tuesday, August 12, 2003
5:19:02 PM

Name: Gary Huck
Street_Address: 2407 Cherry St.
City: Caldwell
State: ID
ZIP: 83605
Home_Telephone: 459-7433
Work_Telephone: I'm retired
E-Mail: ghuck@peoplepc.com
Home_Business: Home
Business_Name:
Business_Street_Address:
Business_Phone:
Complaint_Company: Qwest
Local_Provider: Qwest
Contacted_utility: No

Complaint_description: Hi! I recently received a card from Qwest notifying me of their proposed increase in my rates. They do not deserve a raise, considering the way they do business. They give the customers the run-around when the customer calls for help on a particular concern, and when they finally find someone, nothing ever gets done anyway. Except maybe (depending upon the customer) talk them into buying a service, or a phone, or whatever. Qwest is a greedy company, they are never satisfied with what they have taken from their customers. They have no regards for the poor, if they did they wouldn't be hitting the poor as well as everyone else for more money. You could call them an equal-opportuniist greedy company. This fifty (.50 cent) raise they are asking from you to accept, may not seem much to you, because of your income (s), obviously you can afford it, and you obvioulsy don't understand the hardships it creates on the poor. Some of the poor only receive a yearly cost-of-living raises, and we have no other ways of making up for the loss when a greedy company decided they want a raise in their services. It is even worse, when a company like Qwest only takes from their customers and does nothing in return. All those people in the past who complained about Qwest, and the drop in complaints against Qwest, obviously gave up complaining against Qwest, obviously gave up hope of getting help from the PUC. that's why the drop in complaints. They felt they weren't getting any help from the PUC. i still don't like the way Qwest gives me the run-around. Their high-pressured sales staff won't do anything for the customer unless they buy something they don't want or need, or can't afford. If they are in such need of money, then perhaps they better find a better qualified manager of their money. Thank you!

Transaction ID: 8121719.2

Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/cons>
User Address: 67.1.5.86
User Hostname: 67.1.5.86