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UTILITIES COMMISSION

July 18, 2006

VIA HAND DELIVERY

Jean D. Jewell, Secretary
Idaho Public Utilities Commission
472 West Washington
Boise, ID 83702-5983

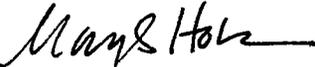
RE: Docket No. QWE-T-06-10

Dear Ms. Jewell:

Enclosed for filing with this Commission are an original and seven (7) copies of the ANSWER OF QWEST CORPORATION MOTION to the formal complaint of John C. Downing, DC.

If you have any questions, please contact me. Thank you for your cooperation in this matter.

Very truly yours,



Mary S. Hobson

Enclosures

cc: Service List

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Attorneys for Qwest Corporation

BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

<p>JOHN C. DOWNEY, D.C.</p> <p>Complainant,</p> <p>v.</p> <p>QWEST CORPORATION</p> <p>Respondent.</p>	<p>Case No. QWE-T-06-10</p>
<p>ANSWER OF QWEST CORPORATION</p>	

Qwest Corporation (Qwest) by and through its undersigned attorneys answers the Formal Complaint of John C. Downey (Complaint) as follows:

Qwest denies that it has over charged Complainant and denies that any compensation, refund, or reparation is owed to him. Qwest further denies all allegations of the Complaint not specifically admitted herein.

Qwest denies that the service that is the subject of the Complaint was provided to Complainant without his knowledge or consent. To the contrary, Qwest's records show that the order was placed on May 7, 2001. The notes kept in Qwest's business records indicate that Qwest was to contact "Lisa" at (208) 459-4354 when the order was complete. The Complainant describes that number in his Complaint as his "main number." The notes in Qwest's business records, which are made contemporaneously with the events recorded, further indicate that "John" called on May 10, 2001 to check on the order for an additional line. The service was installed on May 10, 2001.

It is Qwest's business practice to send a confirmation letter to the customer when new or additional service is installed. This letter would have informed Complainant of the additional line installation. Because of the volume of additions and changes to customer accounts, Qwest does not maintain copies of its confirmation letters. However, Qwest's bills (copies of which have been provided to the Commission Staff) provide information to the customer about the number of lines in service, as well as the amount charges for the services rendered. The bills show that Complainant was billed for a primary line and two additional lines. These bills have never triggered an objection from Complainant about the number of lines installed or the amount charged.

Complainant first informed Qwest on September 13, 2005 that he wanted one of his additional lines removed. That request was honored on September 16, 2005. After Complainant made a verbal complaint to Qwest and in an effort to satisfy the customer,

Qwest's representative also agreed to credit Complainant's account for the equivalent of fourteen months of service. Qwest believes that this accommodation is generous and that no credit or refund is owed.

By way of further answer to the Complaint, Qwest notes that the Complaint is barred by the statute or statutes of limitation and by the doctrines of laches, estoppel, and waiver. Qwest further notes that *Idaho Code* § 61-642 limits the period for which a customer may receive reparation for overcharges to three years.

Qwest requests that the Commission find that Complainant's claim is without merit and that the Commission act to deny the request for additional reparation and to dismiss the Complaint with prejudice.

Dated this 18th day of July, 2006.

Respectfully submitted,



Mary S. Hobson (ISB. No. 2142)
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Boise, ID 83702

Adam L. Sherr
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1600 7th Avenue, Room 3206
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Attorneys for Qwest Corporation

CERTIFICATE OF SERVICE

I do hereby certify that a true and correct copy of the foregoing **ANSWER OF QWEST CORPORATION** was served on the 18th day of July, 2006 on the following individuals:

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