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QWEST CUSTOMER NOTICE

2003 APR 23 AM 8:28

QWEST UTILITIES
UTILITIES COMMISSION

TO CLOSE THE CUSTOMER PAYMENT CENTER AT THIS LOCATION

Qwest has requested permission from the Idaho Public Utilities Commission to close the customer payment center at this location as of the end of July. If you would like to provide written comment to the IPUC on this issue, you may do so electronically at <http://www.ipuc.state.id.us/scripts/polvform.dll/ipuc> or mail your comment referencing Case No. QWE-T-03-10 to:

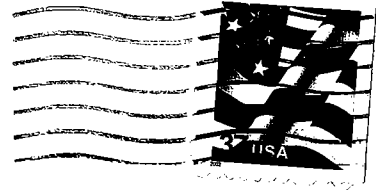
Keep Qwest office open for payment & problems.

Idaho Public Utilities Commission
P O Box 83720
Boise, Idaho 83720-0074
FAX: 208 334-3762

IF cannot keep office open sell to American phone co. who care about people
Comments must be received by May 7, 2003. Copies of Qwest application are available on the Commission's website. Click on "file room", "telecommunications cases". Scroll to the bottom for case number QWE-T-03-10.

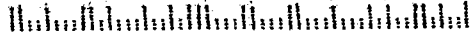
Owest

*83720 is the state
PO Box - IPUC
83720*



*Idaho Public Utilities Commission
P.O. Box 83720
Boise Idaho 83720-0074*

83720+0074



POCATELLO WALK-IN PAYMENT LOCATIONS

~~R PLACE
245 Riverside Ct
SU-TH 6 am - 10 pm
F-SA 7 am - 11 pm~~

~~RIDLEY'S
911 N Main St
DAILY 7 am - 11 pm~~

~~SUPER SAVE DRUG
701 E Center
M-F 9 am - 9 pm
SA 9 am - 5 pm
SU 11 am - 5 pm~~

This places don't care about Qwest.

Qwest values our customers, we appreciate your business, and we ask for your understanding of our ongoing efforts to efficiently provide you the very best service we can. We are committed to making this a smooth transition for you and want you to know there are many convenient options available for making payments on your Qwest account

- Visit one of the **Walk-In Payment Locations** in the Pocatello area listed above
- Sign up for **Automatic Payment** from a checking or savings account
- Pay by **Credit Card** over the Internet or by telephone
- Pay by **check** over the Internet or by telephone
- Pay by mail

Qwest.
Spirit of Service™

Jean Jewell

From: Ed Howell
Sent: Wednesday, April 23, 2003 10:38 AM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Wednesday, April 23, 2003
9:37:35 AM

Case: QWE-t-03-10
Name: Cathy I. Smith
Street_Address: 1666 Homer Dr.
City: Pocatello
State: Idaho
ZIP: 83201
Home_Telephone: 208 232-4636
E-Mail:
Company: Qwest

mailing_list_yes_no: no

Comment_description: I do not favor the telephone company closing the payment station in Pocatello. Having worked (and retired) from Qwest, I know that it is easier for many customers to obtain primary service. There are many situations that require cash deposits, and the inconvenience to customers was a cause for many complaints. It was a mistake to close any of the offices for this type of utility.

Transaction ID: 423937.35
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>
User Address: 67.250.109.15
User Hostname: 67.250.109.15