

April 23, 2003

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

Case No. QWE-T-03-10

To Whom It May Concern:

This letter is in response to the request of Qwest to close the customer payment center at the Pocatello location. We make our payments personally whenever possible. We enjoy the convenience and the personal contact. It makes us feel we are visible to the company and not just an envelope with a name on it. This is a service to the customer. It would be unjust to have it discontinued. Please deny this request by Qwest and have them continue with this much appreciated service.

Boyd & Susan Henderson

Boyd and Susan Henderson
1220 E. Walnut
Pocatello, ID 83201

Jean Jewell

From: Ed Howell
Sent: Wednesday, April 23, 2003 5:18 PM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Wednesday, April 23, 2003
4:17:44 PM

Case: QWE-T-03-10
Name: Bette Foltz
Street_Address: 2163 N Inkom Rd
City: Inkom
State: Id
ZIP: 83245
Home_Telephone: 208 775-3466
E-Mail:
Company: Qwest

mailing_list_yes_no: yes

Comment_description: I am one of the Qwest employees that will be affect by the closure of the teller office in Pocatello. Of course, I'm concern about my employment, but the biggest disservice will be to the customer.

Most of our customers are the elderly. Many are low income, ones that always pay will cash. And many have a problem and just want that human contact. They get very frustrated trying to get help on the phone with our complicated memo.

Please consider leaving our Pocatello office open. After all Qwest is advertizing to be the "Spirit of Service" !

Transaction ID: 4231617.44
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>
User Address: 199.168.32.5
User Hostname: 199.168.32.5