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May 12, 2003

Bannock County Commissioners
PO Box 4016
Pocatello, ID 83205

Re: Case No. QWE-T-03-10

Dear Commissioners:

I have spoken with Quest about their proposal to close the Pocatello Customer Payment Center and they have assured me that there will be limited impact of that closure. I am satisfied with their response and retract my April 17, 2003 letter objecting to their proposal.

Qwest is a good employer in Pocatello and an important part of our community. Their Customer Solution Center employs about 140 people. While the loss of *any* jobs concerns, I believe we need to be supportive of our businesses, allow them to make the necessary business decisions they face in an increasingly competitive environment, and find the right balance between customer service and their bottom line.

I understand that this is a necessary business decision that Quest is making and that they will continue to provide a variety of convenient options for Pocatello customers to pay their telephone bills. Those options include the ability of residents to pay in person at 3 different payment agent locations in Pocatello, which include: "R" Place, Ridley's, and Super Save Drug. Customers may also pay through automatic payment from their bank account, over the Internet, over the phone, and by mail.

This seems to be a reasonable proposal and I encourage you to approve Qwest's request.

Sincerely,

Roger W. Chase
Mayor

RWC\rew

Cc: Idaho Public Utilities Commission