

Caldwell Chiropractic Center

5/2/06

JOHN C. DOWNEY, D.C.
104 EAST PINE
CALDWELL, IDAHO 83605
TELEPHONE: (208) 459-4354

Idaho Public Utilities Commission
Attn: Commission Secretary Jean Jewell
PO Box 83720
Boise ID 83720-0074

2006-05-02 10:15 AM
UTILITIES COMMISSION

QWE-T-06-10

RE: FORMAL COMPLAINT

Dear Ms. Jewell,

HISTORY:

I'm a 15+ years business customer of phone service (Qwest Telecommunications) at 104 E Pine St., Caldwell. I have 2 phone numbers: 459-4354, main number; 459-9438 second fax/phone line. In May 2001 I contacted Qwest to establish an internet phone connection that would allow my phone lines to be functional while receiving internet service. The internet connection was made through the 459-9438 fax/phone line which disabled the fax/phone for the short times when the internet was in use. The main line, 459-4354 was always functional and this satisfied my business needs. This was true until we upgraded our internet service in 10/05 to DSL which freed both lines.

I spoke with a Qwest customer assistant in October '05 during the DSL installation process. The Qwest customer assistant asked if Qwest could be the long distance carrier for a phone number I had no knowledge of: 454-7296. I declined the offer.

After talking with Qwest I discovered that a third phone line (454-7296) had been installed in May '01 though it was not functional as a phone or an internet connection. When calling the dysfunctional number (454-7296) before it was "disconnected", it would ring as a working number without answer. There was no reaction by our phone system or any discoverable phone/wall jack that would make the number functional. Since I had paid for a "service" I did not receive I asked Qwest for credit going back to May '01. Qwest said that only one year credit was possible, at approximately \$38.00 per month and gave me a \$598.17 credit in December, 2005.

PETITION:

I would like to receive credit from Qwest for the entire time I paid for a dysfunctional phone connection from May, 2001-October, 2005 less the credit already received. I have reviewed the phone bills from 2001 to present. The charges for the phone lines 459-4354, 459-9438 and 454-7296 are billed as one "monthly service" charge except on the February statement (until June '04); then the charges are itemized as 2 addl. line-pri bus flat = \$65.02 and 1 private business line = \$32.51. The phone numbers are never published. If we had received a charge for a 454-7296 number we should have been instantly alerted to it's existence and the error.

Had there been a functional 454-7296 phone, phone wall jack, phone number, or knowledge of these we would have known and therefore canceled the service. Indeed, the only way to have known about the unknown 454-7296 line was by the bill which never published the number. In other words Qwest failed to give us a functional phone connection (we would have canceled) and billed us for it. If it is possible to check line usage then it can be shown that the 454-7296 number was truly unused/dysfunctional beyond this testimony. I have copies of all the monthly statements if this would be helpful. Thank you for your time.

Sincerely,

A handwritten signature in black ink, appearing to read "John C. Downey". The signature is fluid and cursive, with a long horizontal stroke at the end.

John C. Downey, D.C.