



Spirit of Service®

July 29, 2008

Mr. David Patten  
Ms. Jenny Lewis  
11078 S. 1300 W.  
South Jordan, UT 84095  
(801) 633-2899

Re: Settlement of Utah Public Service  
Commission Docket 07-049-60  
Formal Complaint of Patten and Lewis  
v. Qwest Corporation

Dear Mr. Patten and Ms. Lewis:

I am writing this letter to you on behalf of Qwest Corporation ("Qwest") in an effort to resolve your complaint in the above-referenced matter. As you recall, I met with you and the Utah Division of Public Utilities on January 11, 2008 at the Heber Wells Building.

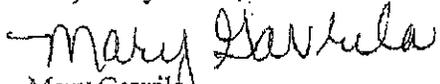
Qwest is willing to resolve this matter on the following terms:

1. The dispute in this matter relates to billings related to telephone number (801) 302-2057 in the amount of \$663.90.
2. Qwest agrees that it shall write off all amounts it claims to be currently owed on (801) 302-2057 from Patten and Lewis and shall discontinue all efforts to collect such amounts. In return, Patten and Lewis agree to continue to obtain their telephone services from a provider other than Qwest.
3. The parties agree that should Patten or Lewis seek, at any time in the future, to obtain telephone service from Qwest, that Qwest shall have the right to pursue collection of the amounts set forth in paragraph 1 from the person seeking to obtain service from Qwest. This does not restrict the obtaining of service from a non-Qwest provider that may lease facilities or service from Qwest.
4. Qwest has provided the attached letter from the West Asset Management Inc. indicating that they have not negatively affected the credit rating for Patten or Lewis as a result of the dispute related to 801 302-2057. — \*Nur has Qwest negatively reported
5. In addition Qwest has provided you the attached letter from Carolyn Callow, Qwest employee that manages Qwest's interaction with West Asset Management.

If the foregoing is acceptable to you, please counter-sign and date the attached originals and return one of them to me as soon as possible.

If you wish to speak to me about this matter, please call me at (888) 642-9996.

Very Truly Yours,



Mary Gavrilu  
Qwest Executive Office  
475 E. 1325 S.  
Provo, Utah 84606

Countersigned and agreed to:

Date: Aug. 8, 2008


Jenny Lewis  
David Patten