

**FORMAL COMPLAINT FORM  
PUBLIC SERVICE COMMISSION  
Heber M. Wells State Office Building  
160 East 300 South, Fourth Floor  
P.O. Box 45585  
Salt Lake City, Utah 84114**

1. *Name of Complainant:* **Basad Inc.**  
Address: PO Box 3518, Englewood, CO 80155  
Telephone No.: 303-592-2785
2. *The utility being complained against:* **Qwest**
3. *What did the utility do which you think is illegal, unjust, or improper?*  
Our company is a call center in Colorado, and we have 7 accounts with Qwest in Utah with a total of 22 Market Expansion Lines and 580 Directory Listings. In October 2009, **without giving us prior notice of a price increase**, Qwest billed us an increase of \$2 for each Market Expansion Line and \$2 for each Directory Listing, with additional prorated amounts for partial months.
4. *Why do you think these activities are illegal, unjust or improper?*  
It is Qwest's stated policy to notify customers of any rate changes **prior** to the change in rate. In fact, we have received notices of rate changes from Qwest in other states over the years, and we are aware of what to look for.
5. *What relief does the Complainant request?*  
Reimbursement of the initial amounts of the rate increase in our first billings in October 2009:

Account Number	Amount for MELs	Directory Listings Amount	Add'l Prorated Amount	Subtotal	Tax	Total
801-237-0181 997B	8.00	240.00	66.12	314.12	28.27	342.39
801-255-0220 264B	8.00	226.00	132.59	366.59	32.99	399.58
801-412-0002 577B	4.00	118.00	93.53	215.53	19.40	234.93
801-292-0109 220B	4.00	114.00	90.46	208.46	18.76	227.22
801-272-0102 195B	8.00	116.00	95.05	219.05	19.71	238.76
801-280-0052 034B	4.00	120.00	82.66	206.66	18.60	225.26
801-261-0071 181B	8.00	226.00	155.99	389.99	35.10	425.09

**Total 2,093.24**

6. *Further information:*  
I called Qwest customer service when I received the bills in October 2009. The Qwest rep said that he would credit our accounts, but that he had to send it to another department. When the bills came in without any credits, I called Qwest again and spoke with Josh, who investigated this issue and found that we indeed had NOT been notified of the price increase and should be credited the amount in dispute. Josh sent this complaint to Helene Sweet of Qwest, and I waited 3 months to hear from her. When she finally contacted me, she did not give us the credits, and she gave no reason for not crediting our accounts.

I also attempted to resolve this issue with Julie Layne of Qwest, who emailed me a copy of the notices that were supposed to be sent with our bills. She seems to assume that, because Qwest is SUPPOSED to send notification, that they did. In our case, Qwest did NOT enclose any such notification of a rate increase.

We do not have any land lines in Utah; all of our lines in Utah are Market Expansion Lines. Perhaps this is why we were not sent any notifications. Regardless of the reason, we did NOT receive notification of a rate change, either with our bills or in a separate mailing.

7. *Signature of Complainant:* Carol Freeman  
(Carol Freeman for Basad Inc.)  
Date: 6-23-2010