

# Informal Complaint Report

**Index Number:** 3176      **Company Name:** Qwest Communications

## CUSTOMER INFORMATION

**Customer Name:** Basad Inc.      **Account Number:**  
**Other Contact Info:** Carol Freeman      **Phone Number:** (303) 586-8078  
**Customer Address:** P.O. Box 3518      **Other Phone:**  
**Customer Address:**      **Email Address:** Carol.Freeman@24Hr-Servic  
24.2022  
**City:** Englewood      **State:** CO      **Zip Code:** 80155

## COMPLAINT INFORMATION

**Type of Call:** Complaint      **Complaint Type:** Billing Problems  
**Date Received:** 5/6/2010      **Date Resolved:** 5/17/2010  
**Complaint Received By:** Connie Hendricks      **DPU Analyst Assigned:**  
**Utility Company Analyst:**

**Company at Fault:**       **Actual Slamming Case:**       **Actual Cramming Case:**

### Complaint Description:

This company is based in Colorado and has market expansion lines in Utah which are virtual lines. The calls are forwarded to the company in Colorado which is a call center.

In Colorado, Qwest is required to notify the company before rates are increased. The company has received increased charges on lines with Utah area codes and were not notified of the rate increase. The company wants to know if Qwest is required to notify them of the rate increase before it happens, and if yes, why they weren't notified.

Here are the accounts and amounts in dispute:

Directory  
Amount  
Prorated  
Account  
Listings  
for  
Previous  
Number  
Amount  
MELs  
Month  
Total

801-237-0181 997B  
240.00  
8.00  
66.12  
314.12

801-255-0220 264B  
226.00  
8.00  
132.59

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366.59

801-412-0002 577B  
118.00  
4.00  
93.53  
215.53

801-292-0109 220B  
114.00  
4.00  
90.46  
208.46

801-272-0102 195B  
116.00  
8.00  
95.05  
219.05

801-280-0052 034B  
120.00  
4.00  
82.66  
206.66

801-261-0071 181B  
226.00  
8.00  
155.99  
389.99

Total  
1,920.40

Taxes (9%)  
172.84

Total  
2,093.24

## **Complaint Response:**

5/13/10

Connie, I get a fast busy when I try calling the Colorado number. This customer has filed numerous BBB complaints for different states and we addressed this issue for them in January - April. It is a Qwest policy to notify our customers of rate increases. Here is the email I sent to the customer with the attachment. Please let me know if you have any questions. Thanks

Julie

From: Layne, Julie  
Sent: Thursday, May 13, 2010 4:58 PM  
To: 'carol.freeman@24hr-services.com'  
Subject: Utah PUC complaint

I have been unable to reach you to discuss your complaint with the Utah PUC. Please contact me so we can discuss this. I am at 801-626-5076. I am attaching a copy of the notification that went out to our customers for your review. Please give me a call.

Julie Layne  
Sr. Billing Analyst  
Customer Advocacy Group  
Qwest Executive Office  
801-626-5076  
email address: julie.layne@qwest.com

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## Additional Information:

5/6/10 I will update with company address when received.  
5/13/10 Notifications in email.

5/17/10  
Connie, here are some additional email. Thanks

Julie

5/17/10  
Julie,

I understand it is your policy to notify customers of rate changes. This is my complaint against Qwest. Qwest did NOT follow its stated policy with us; Qwest did NOT notify our company of the rate changes in Utah. I looked again at our bills for all 7 of our Utah accounts for the entire year of 2009, and there were NO notices of rate increases. I have received notices of rate changes in other states over the years, and I am aware of what to look for. When I contacted Qwest customer service in regard to this, the customer service representative (Josh) investigated my complaint and found that Qwest had NOT notified our company of the rate increases. 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. I do not understand how you can assume that, because Qwest is SUPPOSED to send notification, that they did. In our case, Qwest did NOT give us any notification of a rate increase in Utah.

Carol Freeman  
Carol.Freeman@24Hr-Services.com  
Phone 303.592.2785  
Fax 303.221.2442

5/17/10  
From: Carol Freeman [mailto:carol.freeman@24hr-services.com]  
Sent: Monday, May 17, 2010 3:00 PM  
To: Layne, Julie  
Subject: RE: Utah PUC complaint

Julie Layne,

Thank you for your email. I am sorry that I am temporarily without a direct line. You can call me at our call center 303-592-2785 and ask to speak with me. However, I am often away from my desk, and email is probably a better way to communicate.

I saw the notification that you sent, but your email is the first time I have seen this notification. I did not receive notification for any of our 7 accounts.

Carol Freeman  
Carol.Freeman@24Hr-Services.com  
Phone 303.592.2785  
Fax 303.221.2442

From: Layne, Julie  
Sent: Monday, May 17, 2010 3:06 PM  
To: 'carol.freeman@24hr-services.com'  
Subject: RE: Utah PUC complaint

Carol, I apologize for that. It is our policy to notify customers of rate changes. I am sorry you did not see them. It is my understanding the notification was sent along with your bill. I have reviewed your complaint and will not be making any adjustments at this time. Please let me know if there is anything further I can help you with.

Julie

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Julie Layne  
Sr. Billing Analyst  
Customer Advocacy Group  
Qwest Executive Office  
801-626-5076  
email address: julie.layne@qwest.com

6/9/10 Formal complaint forms sent to the complainant at their request.