

P.O. Box 2619
Omaha, NE 68103-2560
Confirm Notice

Qwest 

DAVID PATTEN
11078 S 1300 W
SOUTH JORDAN, UT 84095

January 10, 2007

~~Confirmation Number: 07011007976 / 801-302-2057-260~~

CONFIRMATION NOTICE

Thank you for using the Qwest Electronic Funds Transfer Payment option.

On January 10, 2007 you authorized Qwest to automatically withdraw funds in the amount of \$257.98 from your financial institution's checking account. This amount will be credited as a payment to Qwest telephone account number 801-302-2057-260.

If you have any questions regarding this information, please call our Customer Service Center at 1-800-244-1111.

Made payment 10 days prior!



10/10

37
46
97
Page 1 of 3

26.99

Notice Date: January 22, 2007
Account Number: 801 302-2057 260
DAVID PATTEN

DISCONNECT NOTICE

Customer Service Number
1 800 423-8994

IF YOU HAVE ALREADY MADE FULL PAYMENT, THANK YOU AND PLEASE DISREGARD THIS NOTICE.

Our records indicate that there is a total past due amount of \$129.94 on your account. As a valued customer, your business is appreciated and we want you to continue to enjoy Qwest services. Therefore, to avoid disconnection of the services shown in bold print, full payment of those services must reach us by February 1, 2007. Should services be disconnected, a restoral charge of \$17.30 per line and a security deposit may apply to re-establish the disconnected services.

20548 1/2

Your Qwest local service will not be disconnected for non-payment of charges for Qwest unregulated services, wireless services, long distance services or other companies' services.

We have provided a breakdown of your past-due charges below. The services shown in bold print will be disconnected if the past-due amount is not received by February 1, 2007.

DIRECTV	\$ 54.81	QWEST DSL WITH MSN	\$ 26.99
QWEST	45.95	QWEST LONG DISTANCE	2.19
Total Past Due Amount		\$ 129.94	

continued on back ↗

Please fold, tear here and return this portion with your payment.



To change your billing address, call us at 1 800 423-8994

Account Number: 801 302-2057 260
Notice Due Date: February 1, 2007
Total Amount Due: \$ 129.94

AT 01 034698 99237H170 A**3DGT



Amount Enclosed \$ _____

DAVID PATTEN
11078 S 1300 W
SOUTH JORDAN UT 84095-8231

QWEST
PO BOX 29039
PHOENIX AZ 85038-9039





DAVID PATTEN
Account Number: 801 302-2057 260R

THIS BILL INCLUDES THESE QWEST SERVICES:

- HOME
- INTERNET
- LONG DISTANCE
- WIRELESS
- DIGITAL TV

Previous Balance	New Charges	Total Amount Due	Due Date for New Charges
\$129.94	\$141.34	\$271.28	Feb 16, 2007

Bill Date
Jan 25, 2007

Qwest
 Customer Service 1 800 244-1111
 Repair 1 800 573-1311

Visit qwest.com

Account Summary

Previous Balance		
Charges	387.92
Payment	Jan 10	-257.98
Past Due Balance		\$129.94
New Charges		
Qwest Local Service (Page 3) ..	59.97
Qwest DSL with MSN (Page 4) ..	26.99
Qwest Long Distance (Page 6) ..	2.30
DIRECTV (Page 8) ..	52.08
Total New Charges		\$141.34

Total Amount Due \$271.28

YOU ARE RECEIVING A \$10.00 BUNDLE SAVINGS THIS MONTH!

GET A GUARANTEED PRICE FOR LIFE ON QWEST HIGH-SPEED INTERNET™: just \$26.99/mo. when bundled with a package. Order by 2/17/07 and the price is yours for the life of your service! Up to 1.5Mbps download speed; faster speeds available. For details, restrictions, or to order, call 1 888-285-0060.

1 3 6

Please fold, tear here and return this portion with your payment.



To change your billing address, call us at 1-800-244-1111

AV 01 041333 07260H151 A**SDGT



DAVID PATTEN
 11078 S 1300 W
 SOUTH JORDAN UT 84095-8231

Account Number: 801-302-2057 260R
 Bill Due Date: Feb 16, 2007

TOTAL AMOUNT DUE: \$271.28

Amount Enclosed \$ _____

QWEST
 P O BOX 29039
 PHOENIX, AZ 85038-9039



61 06801302205702606 2905012507 000001299403 000002712800

10/19/07
DAVID L PATTEN

Deposit Inquiry
Account number:

10:14:31
4216826

Last stmt balance:
Current balance:

162.19
289.16

Last stmt date:
Statement cycle:

9/23/07
14

View Passport Details

Posted	T/C	EFT Description	Amount
3/21/07	183	TELEPHONE QWEST 8004238994 \TEL	232.98
3/22/07	228	POS DEB 1410 03/22/07 001828 MACY'S / NW 092 10600 S 110 WEST SANDY UT	177.02
3/23/07	229	DBT CRD 2140 03/22/07 10571504 SOUTH JORDAN CITY - AD000 SOUTH JORDAN UT	10.00
3/23/07	229	DBT CRD 2140 03/22/07 70577507 STAN MAR HEALTH & NUTR000 S JORDAN UT	16.77

More...

F3=Exit

F12=Previous

F17=Top

F18=Bottom

Feb - 106 - 2^o

10/19/07
DAVID L PATTEN

Deposit Inquiry
Account number:

10:14:31
4216826

Last stmt balance: 162.19 Last stmt date: 9/23/07
Current balance: 289.16 Statement cycle: 14

= View Passport Details

Posted	T/C	EFT Description	Amount
3/23/07	229	DBT CRD 2141 03/22/07 21675506 QWESTCOMM*TN801 000 800-244-1111 CO	106.89
3/23/07	229	DBT CRD 2140 03/22/07 80473505 VZWRLSS-IVR VW 000 800-9220204 CA	280.00
3/23/07	183	PAYMENT FLAGSTAR PAYMENT \TEL	1,060.00
3/26/07	242	ATM TFR 2004 03/23/07 00004141 From SAV 0000000004618567 1033 W S JORDAN PARKWA SOUTH JORDAN UT	100.00

More...

F3=Exit

F12=Previous

F17=Top

F18=Bottom

10/19/07
DAVID L PATTEN

Deposit Inquiry
Account number:

10:14:31
4216826

Last stmt balance:
Current balance:

162.19
289.16

Last stmt date:
Statement cycle:

9/23/07
14

View Passport Details

Posted	T/C	EFT Description	Amount
- 3/26/07	228	POS DEB 2006 03/23/07 911143 HOLIDAY OIL #5 HOLIDAY OIL1033 W. S.J. SOUTH JORDAN UT	7.09
- 3/26/07	229	DBT CRD 2226 03/23/07 70503170 ASTRO BURGERS 000 SOUTH JORDAN UT	13.67
- 3/26/07	229	DBT CRD 2226 03/23/07 21699168 QWESTCOMM*DC276 000 800-244-1111 CO	20.00
- 3/26/07	229	DBT CRD 2226 03/23/07 21697167 QWESTCOMM*DC276 000	95.00

More...

F3=Exit

F12=Previous

F17=Top

F18=Bottom

10/19/07
DAVID L PATTEN

Deposit Inquiry

10:14:31
4216826

Account number:

Last stmt balance:
Current balance:

162.19
289.16

Last stmt date:
Statement cycle:

9/23/07
14

F = View Passport Details

Posted	T/C	EFT Description	Amount
		800-244-1111 CO	
3/26/07	229	DBT CRD 2226 03/23/07 21601169 QWESTCOMM*TN801 000 800-244-1111 CO	106.89
3/26/07	229	DBT CRD 0054 03/26/07 30097167 IGGY'S - SANDY 000 SANDY UT	120.08
3/26/07	183	PACIFICORP E BILL	21.42
3/27/07	114	FROM 4618567 TO 4216826 PER DAVID PER PHONE CALL	400.00

More...

F3=Exit

F12=Previous

F17=Top

F18=Bottom

10/19/07
DAVID L PATTEN

Deposit Inquiry
Account number:

10:14:31
4216826

Last stmt balance: 162.19 Last stmt date: 9/23/07
Current balance: 289.16 Statement cycle: 14

F1= View Passport Details

Posted	T/C	EFT Description	Amount
4/09/07	223	CREDIT 2207 04/06/07 21667401 QWESTCOMM*DC276 000 800-244-1111 CO	95.00
4/09/07	228	POS DEB 1328 04/08/07 000196 ALBERTSONS 11479 S. STATE ST. DRAPER UT	32.87
4/09/07	228	POS DEB 2112 04/07/07 10634401 THE HOME DEPOT 4410 1538 W 9000 SOUTH WEST JORDAN UT	90.51
4/09/07	229	DBT CRD 0214 04/09/07 19723579 LIFE TIME CAFE #154Q28000	4.57

More...

F3=Exit

F12=Previous

F17=Top

F18=Bottom

10/19/07
DAVID L PATTEN

Deposit Inquiry
Account number:

10:14:31
4216826

Last stmt balance: 162.19 Last stmt date: 9/23/07
Current balance: 289.16 Statement cycle: 14

= View Passport Details

Posted	T/C	EFT Description	Amount
4/09/07	229	DBT CRD 2243 04/06/07 21635435 DTV*DIRECTV SERVICE 000 800-347-3288 CA	126.59
4/09/07	183	Questar Gas Co. QGC	106.58
4/10/07	229	DBT CRD 2322 04/09/07 10549442 ICEBERG DRIVE-INN- SAN000 SANDY UT	1.93
4/10/07	229	DBT CRD 2322 04/09/07 73353444 LHM CORP - SOUTH TOWN 000 SANDY UT	7.72

More...

F3=Exit

F12=Previous F17=Top F18=Bottom



2/38/61***AUTO**SCH 3-DIGIT 840
David Patton
11078 S 1300 W
South Jordan UT 84095-8231

Qwest ASSIST

How can we help?

Dear David Patton:

At Qwest®, we recognize that you have specific, individual needs and we want to ensure we are providing the services that best meet those needs. Because we value your business, it is important to us that you get the most from our products and services. If you're not, we want to know about it.

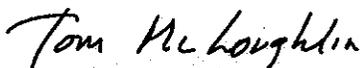
Qwest Assist is an initiative that we hope will keep the lines of communication open between us, so that we can better serve you now, and in the future. Rather than a service, **Qwest Assist** is an attitude—and we're doing our best to make sure that it spreads company-wide.

What's on your mind? How can we help? We're here for you, to get your feedback...answer questions...offer solutions. And rest assured, we will direct you to the Qwest representative who is best equipped to help with your specific issue.

So call us today. Let us know what's working for you, what isn't, and what we can do to gain your complete satisfaction. That's our goal—and it's based on the Qwest Spirit of Service.

Qwest Assist is all about you. Give us the opportunity to prove it. **Call 1 866-872-0227 today**, and let's talk.

Sincerely,



Tom McLoughlin
Vice President, Consumer Marketing

L26104V2

F26104V1
0009768

303
31195

Bundle and save up to \$37 a month



1/4/4***AUTO**SCH 3-DIGIT 840
 David Patton
 11078 S 1300 W
 South Jordan UT 84095-8231

07 F 016 190

Dear David Patton:

As a valued Qwest customer, it's important for us to keep you up-to-date on ways we can help you save on our products, services and plans. It's all part of our ongoing commitment to offer outstanding customer service and innovative ways to meet your ever-changing telecommunication needs.

Many of our customers have found that bundling is a great way to get additional services to enhance their digital lifestyle and still see savings every month. See the chart below to find out how you can save by adding Qwest® services to your current plan.

BUNDLE SAVINGS CHART*				
Digital Voice Local Package and Unlimited Nationwide Long Distance		+1 Service	+2 Services	+3 Services
Savings/Month	\$5	\$10	\$20	\$37
Savings/Year	\$60	\$120	\$240	\$444

*we had 3 services:
 email (DSL)
 cable (DIRECTV)
 home phone*

*Savings compared to Qwest services sold separately.

Please call us now for a **no-obligation account review**. We'll look at your current situation and see if we can suggest some improvements. It only takes a few moments, but it could be time well spent.

True to our Spirit of Service®, Qwest representatives are waiting to hear from you. To learn more, just dial **1 877-294-0002** now, while you're thinking about it.

Thank you for choosing Qwest.

Yours truly,

Kim Whitehead

Kim Whitehead
 Vice President, Consumer Marketing

Let's Talk Savings.

1 877-294-0002

¿Español? 1 800-242-5071

See reverse for important details.



BROADBAND • DIGITAL TV • WIRELESS • DIGITAL VOICE: LOCAL & LONG DISTANCE



DAVID PATTON
Account Number: 801 302-2057 146R

THIS BILL INCLUDES THESE QWEST SERVICES:

- HOME
- INTERNET
- LONG DISTANCE
- WIRELESS
- DIGITAL TV
- BROADBAND PHONE

Previous Balance	New Charges	Total Amount Due	Due Date for New Charges
\$554.32	\$133.44	\$687.76	Nov 16, 2007

Bill Date
Oct 25, 2007

Qwest
 Customer Service 1 800 244-1111
 Repair 1 800 573-1311

Visit qwest.com

Account Summary

Previous Balance	
Charges	554.32
Past Due Balance	554.32
New Charges	
Qwest Local Service..... (Page 3) ..	49.85
Qwest Broadband with MSFT..... (Page 4) ..	26.99
DIRECTV..... (Page 6) ..	56.60
Total New Charges	\$133.44
Total Amount Due	\$687.76

17787 1/3

Qwest help you customize a bundle that's just right for you. We have many options to fit your needs for your local package, long distance, blazing-fast Broadband Internet, digital TV and wireless. For details, service availability, restrictions and current offers, call 1 800-471-8325.

YOU ARE RECEIVING A \$10.00 BUNDLE SAVINGS THIS MONTH!

Please fold, tear here and return this portion with your payment.



To change your billing address, call us at 1-800-244-1111.

Account Number: ~~801-302-2057~~ 146R
Bill Due Date: ~~Nov 16, 2007~~

AV 01 034794 09098H127 A**5DGT



TOTAL AMOUNT DUE: \$687.76

DAVID PATTON
11078 S 1300 W
SOUTH JORDAN UT 84095-8231

Amount Enclosed \$ _____

QWEST
P O BOX 29039
PHOENIX, AZ 85038-9039





Notice Date: October 22, 2007
Account Number: 801 302-2057 146
DAVID PATTON

DISCONNECT NOTICE

Customer Service Number
1 800 423-8994

IF YOU HAVE ALREADY MADE FULL PAYMENT, THANK YOU AND PLEASE DISREGARD THIS NOTICE.

Our records indicate that there is a total past due amount of \$554.32 on your account. As a valued customer, your business is appreciated and we want you to continue to enjoy Qwest services. Therefore, to avoid disconnection of the services shown in **bold print**, full payment of those services must reach us by **November 1, 2007**. Should services be disconnected, a restoral charge of \$17.30 per line and a security deposit may apply to re-establish the disconnected services.

30114 1/2

Your Qwest local service will not be disconnected for non-payment of charges for Qwest unregulated services, wireless services, long distance services or other companies' services.

We have provided a breakdown of your past-due charges below. The services shown in **bold print** will be disconnected if the past-due amount is not received by **November 1, 2007**.

Qwest Local Service	\$ 227.10	Qwest Broadband with MSFT	\$ 97.12
Qwest Optional Services	158.51	QWEST LONG DISTANCE	65.02
	6.57		
Total Past Due Amount			\$ 554.32

continued on back ↗

6

Please fold, tear here and return this portion with your payment.



To change your billing address,
call us at 1 800 423-8994

Account Number: 801 302-2057 146
Notice Due Date: November 1, 2007
Total Amount Due: \$ 554.32

AV 01 036840 04923H158 C**5DGT



Amount Enclosed \$ _____

DAVID PATTON
11078 S 1300 W
SOUTH JORDAN UT 84095-8231

QWEST
PO BOX 29039
PHOENIX AZ 85038-9039



64 06801302205701467 2905110107 000005543202 000005543202



DAVID PATTON
Account Number: 801 302-2057 146R

THIS BILL INCLUDES THESE QWEST SERVICES:

- HOME
- INTERNET
- LONG DISTANCE
- WIRELESS
- DIGITAL TV
- BROADBAND PHONE

Previous Balance	New Charges	Total Amount Due	Due Date for New Charges
\$401.54	\$152.78	\$554.32	Oct 17, 2007

Bill Date
Sep 25, 2007

Qwest
 Customer Service 1 800 244-1111
 Repair 1 800 573-1311

Visit qwest.com

Let Qwest help you customize a bundle that's just right for you. We have many options to fit your needs for your local package, long distance, blazing-fast Broadband Internet, digital TV and wireless. For details, service availability, restrictions and current offers, call 1 800-471-8325.

Account Summary

Previous Balance	
Charges	401.54
<hr/>	
Past Due Balance	401.54
New Charges	
Qwest Local Service	(Page 3) .. 50.27
Qwest Broadband with MSFT	(Page 6) .. 31.15
Qwest Long Distance	(Page 7) .. 14.76
DIRECTV	(Page 10) .. 56.60
<hr/>	
Total New Charges	\$152.78
<hr/>	
Total Amount Due	\$554.32

17992 1/5

1 4 6

Please fold, tear here and return this portion with your payment.



To change your billing address,
call us at 1-800-244-1111.

Account Number: 801-302-2057 146R
Bill Due Date: Oct 17, 2007

AV 01 035497 74317H132 A**5DGT



TOTAL AMOUNT DUE: \$554.32

DAVID PATTON
11078 S 1300 W
SOUTH JORDAN UT 84095-8231

Amount Enclosed \$ _____

QWEST
P O BOX 29039
PHOENIX, AZ 85038-9039



61 06801302205701467 2905092507 000004015400 000005543202

Qwest  Qwest
Spirit of Service® PO BOX 2399
Omaha, NE 68103-2399

AT 01 000105 11182 E 1 A**3DGT



DAVID PATTON
11078 S 1300 W
SOUTH JORDAN UT 84095-8231

July 31, 2007

Account Number: (801) 302-2057 146

We have been notified by your credit card issuer that payment for your Qwest bill has been declined.

Your JUL 25 2007 bill for \$263.05 was not processed through our Credit Card Direct Payment Plan and will be re-billed to your telephone account. As a result, our Credit Card Direct Payment Plan has been removed from your account.

Any questions on why your credit card payment was not accepted should be directed to your credit card issuer.

Thank you,

Qwest Credit Card Center
1 800-244-1111



Notice Date: July 18, 2007
Account Number: 801 302-2057 146
DAVID PATTEN

DISCONNECT NOTICE

Customer Service Number
1 800 423-8994

IF YOU HAVE ALREADY MADE FULL PAYMENT, THANK YOU AND PLEASE DISREGARD THIS NOTICE.

Our records indicate that there is a total past due amount of \$139.20 on your account. As a valued customer, your business is appreciated and we want you to continue to enjoy Qwest services. Therefore, to avoid disconnection of the services shown in **bold print**, full payment of those services must reach us by **July 30, 2007**. Should services be disconnected, a restoral charge of \$17.30 per line and a security deposit may apply to re-establish the disconnected services.

04/28 1/2

** Still had credit!*

Your Qwest local service will not be disconnected for non-payment of charges for Qwest unregulated services, wireless services, long distance services or other companies' services.

We have provided a breakdown of your past-due charges below. The services shown in **bold print** will be disconnected if the past-due amount is not received by **July 30, 2007**.

DIRECTV	\$ 56.95	Qwest Broadband with MSFT	\$ 21.99
Qwest Local Service	41.82	QWEST LONG DISTANCE	16.79
Qwest Optional Services	1.65		
Total Past Due Amount			\$ 139.20

continued on back ↘

Please fold, tear here and return this portion with your payment.



To change your billing address,
call us at 1 800 423-8994

Account Number: 801 302-2057 146
Notice Due Date: July 30, 2007
Total Amount Due: \$ 139.20
Amount Enclosed \$ _____

AT 01 006266 00008H 28 A**3DGT



DAVID PATTEN
11078 S 1300 W
SOUTH JORDAN UT 84095-8231

QWEST
PO BOX 29039
PHOENIX AZ 85038-9039



64 06801302205701467 2905073007 000001392000 000001392000

** Last name spelling changed (??)*



DAVID PATTEN
Account Number: 801 302-2057 146R

THIS BILL INCLUDES THESE QWEST SERVICES:

- HOME
- INTERNET
- LONG DISTANCE
- WIRELESS
- DIGITAL TV
- BROADBAND PHONE

Previous Balance	New Charges	Total Amount Due	Due Date for New Charges
\$119.89	\$143.16	\$263.05	Credit Card

Bill Date
Jul 25, 2007

Qwest
 Customer Service 1 800 244-1111
 Repair 1 800 573-1311

Visit qwest.com

New QWEST CONNECT® SILVER WITH WINDOWS LIVE™ at a Price for Life--just \$26.99/mo. when bundled with a phone package. Order by 8/18/07 and this price is yours for the life of your service! Requires 2-year commitment. For details, availability, restrictions, or to order, call 1 888-285-0060.

Account Summary

Previous Balance	
Charges	-79.18
Adjustment Qwest	199.07
<hr/>	
Past Due Balance	\$119.89
<hr/>	
New Charges	
Qwest Local Service	(Page 3).. 47.48
Qwest Broadband with MSFT.	(Page 5).. 21.99
Qwest Long Distance	(Page 6).. 16.74
DIRECTV	(Page 9).. 56.95
<hr/>	
Total New Charges	\$143.16

Total Amount Charged To Your Credit Card \$263.05

YOU ARE RECEIVING A \$20.00 BUNDLE SAVINGS THIS MONTH!

** amount should have been \$*

18140 1/5

Case fold, tear here and return this portion with your payment.



To change your billing address, call us at 1-800-244-1111.

Account Number: 801-302-2057 146R

AV 01 036211 07450H122 A**5DGT

TOTAL AMOUNT DUE: \$263.05



Amount Due is charged to your Credit Card.

DAVID PATTEN
 11078 S 1300 W
 SOUTH JORDAN UT 84095-8231

QWEST
 P O BOX 29039
 PHOENIX, AZ 85038-9039



61 06801302205701467 2905072507 000001198902 000002630507

Last name spelled right(?)



DAVID PATTEN
Account Number: 801 302-2057 146R

BILL INCLUDES THESE QWEST SERVICES:

- HOME
- INTERNET
- LONG DISTANCE
- WIRELESS
- DIGITAL TV
- BROADBAND PHONE

Previous Balance	New Charges	Total Amount Due	Due Date for New Charges
-\$218.38	\$139.20	-\$79.18	Credit Card

Bill Date
Jun 25, 2007

Qwest
 Customer Service 1 800 244-1111
 Repair 1 800 573-1311

Visit qwest.com

Account Summary

Previous Balance	
Charges	-218.38
Adjustment Qwest00
Balance	-\$218.38
New Charges	
Qwest Local Service..... (Page 3) ..	43.47
Qwest Broadband with MSFT..... (Page 4) ..	21.99
Qwest Long Distance..... (Page 6) ..	16.79
DIRECTV..... (Page 8) ..	56.95
Total New Charges	\$139.20
Total	-\$79.18

18157 1/4

Stay connected to loved ones with a Qwest More Family Bundle: Digital Voice™ (local package and unlimited nationwide long distance), 1.5Mbps Qwest Broadband, and a Qwest® Wireless 500/min. plan --for under \$98/mo. For details, service availability, and restrictions, call 1 866-364-4133.

YOU ARE RECEIVING A \$20.00 BUNDLE SAVINGS THIS MONTH!

1 2 3 4

Please fold, tear here and return this portion with your payment.



To change your billing address, call us at 1-800-244-1111.

Account Number: 801-302-2057 146R

AV 01 036223 78434H143 A**5DGT



TOTAL AMOUNT DUE: -\$79.18

DAVID PATTEN
11078 S 1300 W
SOUTH JORDAN UT 84095-8231

Amount Due is charged to your Credit Card.

QWEST
P O BOX 29040
PHOENIX, AZ 85038-9040



61 06801302205701467 2905062507 000002183812 000000791814



DAVID PATTEN
Account Number: 801 302-2057 146R

BILL INCLUDES THESE QWEST SERVICES:

- VOICE
- INTERNET
- LONG DISTANCE
- WIRELESS
- DIGITAL TV
- BROADBAND PHONE

Previous Balance	New Charges	Total Amount Due	Due Date for New Charges
-\$380.31	\$161.93	-\$218.38	Credit Card

Bill Date
May 25, 2007

Qwest
 Customer Service 1 800 244-1111
 Repair 1 800 573-1311

Visit qwest.com

Enjoy great savings when you bundle Qwest Digital Voice™ (local package and unlimited nationwide long distance), Qwest High-Speed Internet™, digital TV and Qwest Wireless®-- all on one bill from Qwest. For details, service availability, restrictions and current offers, call 1 800-471-8325.

Account Summary

Previous Balance		
Charges	294.35	
Payment	-294.35	
Adjustments		
Qwest	-484.59	
Qwest Broadband with MSFT	45.57	
Qwest Long Distance	4.67	
DIRECTV	54.04	
Balance	-\$380.31	
New Charges		
Qwest Local Service	63.01	(Page 3)
Qwest Broadband with MSFT	21.99	(Page 6)
Qwest Long Distance	16.79	(Page 7)
DIRECTV	60.14	(Page 10)
Total New Charges	\$161.93	
Total	-\$218.38	

18893 1/6

fold, tear here and return this portion with your payment.

To change your billing address, call us at 1-800-244-1111.

Account Number: 801-302-2057 146R



AV 01 036951 48810H122 A**5DGT

TOTAL AMOUNT DUE: -\$218.38



Amount Due is charged to your Credit Card.

DAVID PATTEN
11078 S 1300 W
SOUTH JORDAN UT 84095-8231

QWEST
P O BOX 29040
PHOENIX, AZ 85038-9040



61 06801302205701467 2905052507 000003803111 000002183812



ACCOUNT NUMBER
56560225

DATE DUE
Immediately

AMOUNT DUE
\$126.59

SERVICE INTERRUPTION DATE
04/03/07

Summary

Statement Date: 03/17/07

Page 1 of 1 for:
DAVID PATTEN
For Service at:
11078 S 1300 W
SOUTH JORDAN, UT 84095-8231

Previous Balance	59.65
Payments	0.00
Current Charges & Fees	62.98
Adjustments & Credits	0.00
Taxes	3.96
Amount Due	\$126.59

Activity

Start	End	Description	Amount
		Previous Balance	59.65
		Payment	0.00

Current Charges for Service Period 03/16/07 - 04/15/07

03/16	04/15	TOTAL CHOICE PLUS Monthly	51.99
03/02	04/01	SHOWTIME 3 Months Free	0.00
03/16	04/15	DIRECTV DVR Service Fee Monthly	5.99

Fees

03/17	Late Fee	5.00
-------	----------	------

Sales Tax	3.96
AMOUNT DUE	\$126.59

See back of bill for a list of payment methods. Avoid the \$5 phone payment fee by paying online or mailing your payment!

Oct-Nov - 251.98
Dec-Jan - 251.98
Jan. 10

PAST DUE
Please Pay Immediately to Avoid Service Interruption.
If you have already made your payment, Thank You.

To contact us call 1-800-531-5000

IMPORTANT

Please pay your bill immediately to avoid losing your service. If your service is interrupted, you must call to order an equipment return kit & return all leased receivers to DIRECTV or be charged a non-return fee.

Moving? Call 1-866-WAY-U-MOVE or visit directv.com/moving.

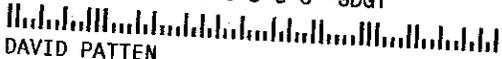
129.04 - 251.98

** Pay Direct TV Per Qwest wasn't bundle package*



Qwest  P.O. Box 2619
Spirit of Service® Omaha, NE 68103-2560
Confirm Notice

AT 01 000571 70475 B 3 C**3DGT



DAVID PATTEN
11078 S 1300 W
SOUTH JORDAN, UT 84095-8231

March 20, 2007

Confirmation Number: 07032008696 / 801-302-2057-260

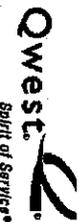
CONFIRMATION NOTICE

Thank you for using the Qwest Electronic Funds Transfer Payment option.

On March 20, 2007 you authorized Qwest to automatically withdraw funds in the amount of \$232.98 from your financial institution's checking account. This amount will be credited as a payment to Qwest telephone account number 801-302-2057-260.

If you have any questions regarding this information, please call our Customer Service Center at 1-800-244-1111.





DAVID PATTEN
Account Number: 801-302-2057F 2601

THIS BILL INCLUDES THESE QWEST SERVICES:

- HOME
- INTERNET
- LONG DISTANCE
- WIRELESS
- DIGITAL TV

Previous Balance	New Charges	Total Amount Due	Due Date for New Charges
-\$106.89	\$34.79	-\$72.10	Do Not Pay

Bill Date
Mar 8, 2007

Qwest
Customer Service 1 800 244-1111
Repair 1 800 573-1311

Visit qwest.com

Account Summary

Final Bill

Previous Balance

Charges 232.98
Payments -339.87

Mar 20 -232.98
Mar 21 -106.89

Balance -\$106.89

New Charges

Qwest Local Service..... (Page 3) .. -21.51
Qwest DSL with MSN..... (Page 4) .. 31.99
Qwest Long Distance..... (Page 4) .. 24.31

Total New Charges \$34.79

Total -\$72.10

Credit balance - do not pay.
Refund will be mailed separately.

GUARANTEED PRICE FOR LIFE ON QWEST HIGH-SPEED INTERNET™:
just \$26.99/mo. when bundled with a phone package. Order by 5/19/07 and the price is yours for the life of your service! Requires 2 year commitment. For details, availability, restrictions, or to order, call 1 888-285-0060.

Please fold, tear here and return this portion with your payment.

To change your billing address, call us at 1-800-244-1111

Qwest
Equal Opportunity

AV 01 040524 78272H140 A**SDGT

|||||

Account Number: 801-302-2057F 2601
TOTAL CREDIT: -\$72.10

DAVID PATTEN
11078 S 1300 W
SOUTH JORDAN UT 84095-8231

NO PAYMENT IS REQUIRED.

QWEST
P O BOX 29039
PHOENIX, AZ 85038-9039

|||||

61 06A01302205702506 0105030A07 000001068915 000000721019



7171 Mercy Road
Omaha, NE 68106

IMPORTANT NOTICE

Statement Date:	March 6, 2007
Account Number:	8013022057260U
Account Balance:	\$106.89

141677496

Dear David Patten,

Qwest Communications has retained Omnium Worldwide to assist in the collection of your account. You have been notified of the disconnection of your Qwest Communications service and the past due amount on your account.

Payment has not been received on your seriously delinquent account. The total amount owed at this time is \$106.89 but may change based on the timing of your final bill and the date phone service was disconnected for 801-302-2057.

Please mail your payment for the full account balance to the address noted below, or contact us by phone at 800-949-1385 to set up payment arrangements. Our office hours are M-Thr 8am-9pm, Friday 8am-5pm, Saturday 9am-1pm CST/CDT.

Sincerely,

Omnium Worldwide

Unless you notify this office within 30 days after receiving this notice that you dispute the validity of this debt or any portion thereof, this office will assume this debt is valid. If you notify this office in writing within 30 days from receiving this notice that you dispute the validity of this debt or any portion thereof, this office will obtain verification of the debt or obtain a copy of a judgment and mail you a copy of such judgment or verification. If you request of this office in writing within 30 days after receiving this notice this office will provide you with the name and address of the original creditor, if different from the current creditor.

This is an attempt to collect a debt and any information obtained will be used for that purpose. This communication is from a debt collector.

Make this be the year that you resolve to pay down your debt. If you are entitled to a refund from the Internal Revenue Service, consider using it to clear up your financial obligations.

March 19

Omnium 669 595 (106\$) 1800 244-1111
 Qwest 0703 2008 696 (243\$)

TEAR ALONG LINE AND RETURN LOWER PORTION WITH PAYMENT

Statement Date:	March 6, 2007
-----------------	---------------



Print - Close Window

To: jmlslc@yahoo.com
From: QwestOrders@qwest.com
Subject: Your Qwest Order is Confirmed - Order # C75999538; Account # 8013022057
Date: Mon, 29 Jan 2007 21:14:06 GMT



Thank You

You have successfully placed an order with Qwest. This is not a recap of your full order. You should receive another email with more detailed information about your order within 24 hours.

Order confirmation number:	C 75999538
Account number:	801-302-2057
Scheduled start date:	Jan 29, 2007
Appointment time:	Not applicable to your order.
Directory Listing:	PATTEN, DAVID
Service Address:	No change on your order.
Billing Address:	DAVID PATTEN 11078 S 1300 W SOUTH JORDAN, UT 84095
We have your contact number(s) for this order as:	801 553-5551
Your new telephone number will be:	Not applicable to your order.
Shipping Address:	Not applicable to your order.

Visit [My Account](#) for Qwest Online Account Management

- ▶ View your bills anytime
- ▶ Make secure payments online
- ▶ Register for AutoPay

[Qwest.com](http://qwest.com)

Print or save this confirmation for your records.



Print - Close Window

To: jmlslc@yahoo.com
From: QwestOrders@qwest.com
Subject: Your Qwest Order is Complete - Order # C74962955; Account # 8013022057
Date: Tue, 06 Feb 2007 01:54:14 GMT

An automated e-mail server sent this message; please do not reply.
Use the contact options included below.



Service Order Number #: C74962955

DEAR DAVID,

Your Qwest Local Phone Service order is complete.

If you ordered equipment as part of this order, please note that your shipment may still be in progress. To check the status of the shipment portion of your order, [click here](#).

To learn more about using features on your new Local Phone Service, access [Qwest.com](#) for --

- [Qwest Choice™ and Qwest Choice™ Plus User Guide](#)
- [Calling Features Guide](#)
- [Qwest® Voice Mail User Guide](#)
- [Product Support, Customer Service, and Frequently Asked Questions](#)

We also invite you to take advantage of our online account management features ?

- [MyAccount](#) provides secure access to your billing statements and payment options ? [24 hours a day, seven days a week](#).
- To view and pay your Qwest bill online using [MyAccount](#), you first need to create a profile. All you need is your telephone number, and three-digit account code or the last four digits of your Social Security Number.

We're here to help you get more done in less time; [let us know if you have questions](#).

Thank you for choosing [Qwest!](#)

Helpful Account Information

QWEST® PAPERLESS BILLING

Sign up to receive your bill online and enter to win in our current sweepstakes.
No purchase necessary..

[LEARN MORE](#) 

QWEST® CUSTOMER SERVICE

Customer Service Help
For assistance with all aspects of your Qwest products and services, please visit our online Customer Service tool.

[GO](#) 



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Date: Mon, 26 Mar 2007 21:11:34 -0700 (PDT)
From: "jenny lewis" <jmlslc@yahoo.com>
Subject: Charges
To: kim.israelsson@qwest.com

Kim-

Here is what has gone through on our account. There are some definite problems with this. Do you have the name and number of someone in the fraud department? After speaking with a series of reps today I was made aware that the rep I spoke with on Wednesday should not have asked me for my 3 digit security number on the back of my card. This may be a i.d fraud situation. Our phone and internet is currently working, but was not earlier in the evening. I called and spoke with repair, billing and customer service tonight.

For the amount of time used on my cell phone is it roughly (Wed: 60 mins, Friday: 60 mins, Monday: 90 mins)

03/26/2007 DBT CRD 2226 03/23/07 21601169 -\$106.89
QWESTCOMM*TN801 000
800-244-1111 CO
03/26/2007 DBT CRD 2226 03/23/07 21697167 -\$95.00
QWESTCOMM*DC276 000
800-244-1111 CO
03/26/2007 DBT CRD 2226 03/23/07 21699168 -\$20.00
QWESTCOMM*DC276 000
800-244-1111 CO
03/23/2007 DBT CRD 2141 03/22/07 21675506 -\$106.89
QWESTCOMM*TN801 000
800-244-1111 CO
03/21/2007 TELEPHONE QWEST 8004238994 -\$232.98
VTEL

TOTAL AMOUNT: **\$561.76**

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YAHOO! MAIL
Classic

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Date: Tue, 27 Mar 2007 12:28:07 -0700 (PDT)
From: "jenny lewis" <jmlslc@yahoo.com>
Subject: RE: charges
To: "Israelsson, Kim" <Kim.Israelsson@qwest.com>

We have been charged, \$106.89, \$20.00, and \$95.00 that were all unverified amounts which need to be credited back to our checking account. The amount to re-establish the service was waived when Dave spoke to the rep. on Monday March 19th, because we were told we were on autopay back in January. I spoke with a rep. in February to see why our bundle package was not set up right and why we were getting charged for direct tv separately. She never said we were behind on payments when she made all the adjustments, and told me what the new monthly charge would be. I spoke to a billing rep last night that told me that Jeremy should never have asked for my security number on the back of the card and he advised me to cancel our card in case fraud has been committed.

Are you going to credit a full month of service (everything listed on the bundle plan, phone, dsl, direct tv -, not this month because we have been without service more of this month than we have had it)? We closed our debit card today after I spoke with Billy in Billing at the Seattle office initials WCC, and he advised us of such. This has been an awful experience. I have spent so much time this week on the phone dealing with concerns that have taken way to long to get taken care of, plus time at the bank to set up new cards, as well as, getting flags on our account if Qwest charged us anything else. I am really dissatisfied with the whole situation, and feel our needs have not been met as the customer. How will you process autopay if it takes a full cycle to be able to do so? I am sorry but I have no trust in Qwest at this point. We have been told twice we were on autopay only to find out we were not and then had our account sent to collections. What is amount of \$232 we were charged cover, time period ect? Also what is the time period the first charge of \$106.89 covers and for what services?

Jenny

"Israelsson, Kim" <Kim.Israelsson@qwest.com> wrote:

Yes I did, thank you, It looks like we have over charged your credit card by \$106.89. I do show the deposit requirement on the account as 105.00 which the representative Jeremy Stoddard processed on the card as well. If you will send me your credit card #, I will go in today and process auto payment on the account going forward to resolve that issue. I am refunding 106.89 on your credit card today, it can take up to 48 hours to see it on your bank statement.

Due to all the mis-information and delay I will also adj 1 month of the service on the account and waive the non-recurring charges(1 time fees to establish the service) off your 1st bill. I have a follow up on my calendar to take care of this for you.

I think the only other thing we have left to address is the cell phone minutes, and when you get your bill we can discuss what needs to be compensated.

If you can think of anything else, please feel free to let me know

Thanks
Kim Israelsson

From: jenny lewis [mailto:jmlslc@yahoo.com]
Sent: Tuesday, March 27, 2007 10:26 AM
To: Israelsson, Kim
Subject: charges

Wondering if you received my emails?

Jenny Lewis and David Patten

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Subject: RE: Charges
Date: Thu, 29 Mar 2007 08:40:07 -0600
From: "Israelsson, Kim" <Kim.Israelsson@qwest.com>
To: "jenny lewis" <jmlslc@yahoo.com>

I have sent duplicate copies of the bills from the service in January to you so you can see the individual charges that reflect the 232. and the 106.98 respectively.

As far as the deposit requirement, every company that extends credit has a credit scoring system specifically designed for that company. I contacted our credit department and the deposit that was collected was the amount required to set service back up.

I understand that you never verified the deposit again I apologize for the mis-information and I agree that Jeremy should have told you about that prior to running the credit card for those amounts. I am still working on that as we speak and have spoken with my Director on the situation. I have been given authorization to give you credit on your phone bill for the 115.00, and we are investigating the use of the your credit card further with my fraud department and will keep you informed.

As I stated in my previous email, I am still willing to compensate for the calls you had to make on your wireless to get these issues resolved.

I have several meetings this morning and won't be available until after 2pm, however it is my intent to talk with you in person later this afternoon, please let me know what time would be good for you.

Sincerely,
Kim Israelsson
801 220-0849

From: jenny lewis [mailto:jmlslc@yahoo.com]
Sent: Wednesday, March 28, 2007 6:17 PM
To: Israelsson, Kim
Subject: RE: Charges

I never verified the deposit. We would not have had any late payments if we were truly set up on auto pay in January like we were told. I was also told we were set up on auto pay from the rep last Wednesday. We would have done the same thing considering we were told yet again we were set up on auto pay. Our credit score is over 700 so I don't understand why we didn't make the credit requirements.

I was told the 20.00 was from the rep (Jeremy) putting our caller id information under my business name (which he should not have done), yet again I was never told of any of these charges. I feel that Qwest needs to take care of us better due to the headache and time lost over the past week.

What are the dates and for what is the 232 charge and 106 charge?? We made a payment in January, so there was two months not paid which would have been \$212 (which would explain the \$232 charge), what month is the extra \$106.89 for?

"Israelsson, Kim" <Kim.Israelsson@qwest.com> wrote:

I apologize for not responding right away, I have had several employee meetings this morning and am just getting a chance to respond now.

The 20.00 and the 95.00 are deposits required to set up the new service based on a credit score. Dave doesn't have the ability to waive those charges nor do, as they are a credit requirement based on our credit scoring.

You had 2 charges for the final bill that needed to be paid from the previous service, one for 106.89 and the other for the 232.98 that have been credited to the old service clearing out those charges.

I see that 106.89 was debited twice and the 232.98 once, the 106.89 was refunded to you last night. I am going to give you 1 full month worth of credit on the full bundle including: everything listed on the bundle plan, phone, dsl, direct tv

I am working on the deposit piece now, I spoke with our credit department and they show that a total deposit for the service was 115.00, which is what the representative processed from the card.

I am working on a fraud contact for you and will get back to you. Again, I apologize for all the frustration and mis-information that was given.

I am still happy to adjust for the time on the cell phone calling Qwest as we talked about last week and making an adj to your Qwest bill.

Kim Israelsson

From: jenny lewis [mailto:jmlslc@yahoo.com]
Sent: Wednesday, March 28, 2007 11:22 AM
To: Israelsson, Kim
Subject: Charges

I have not gotten a response from my email I sent yesterday and my phone message I left yesterday. If you could respond to the following email I would appreciate it. Also if you are unable to help me do you have a contact number for your supervisor and email address, and also contact information for a supervisor in the consumer fraud division?

We have been charged, \$106.89, \$20.00, and \$95.00 that were all unverified amounts which need to be credited back to our checking account. The amount to re-establish the service was waived when Dave spoke to the rep. on Monday March 19th, because we were told we were on autopay back in January. I spoke with a rep. in February to see why our bundle package was not set up right and why we were getting charged for direct tv separately. She never said we were behind on payments when she made all the adjustments, and told me what the new monthly charge would be. I spoke to a billing rep last night that told me that Jeremy should never have asked for my security number on the back of the card and he advised me to cancel our card in case fraud has been committed.

Are you going to credit a full month of service (everything listed on the bundle plan, phone, dsl, direct tv -, not this month because we have been without service more of this month than we have had it)? We closed our debit card today after I spoke with Billy in Billing at the Seattle office initials WCC, and he advised us of such. This has been an awful experience. I have spent so much time this week on the phone dealing with concerns that have taken way to long to get taken care of, plus time at the bank to set up new cards, as well as, getting flags on our account if Qwest charged us anything else. I am really dissatisfied with the whole situation, and feel our needs have not been met as the customer. How will you process autopay if it takes a full cycle to be able to do so? I am sorry but I have no trust in Qwest at this point. We have been told twice we were on autopay only to find out we were not and then had our account sent to collections. What is amount of \$232 we were charged cover, time period ect? Also what is the time period the first charge of \$106.89 covers and for what services?

Jenny

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A card in 3 days
for bad credit*

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Date: Tue, 3 Apr 2007 10:14:56 -0700 (PDT)
From: "jenny lewis" <jmlslc@yahoo.com> [Add to Address Book](#) [Add Mobile Alert](#)
Subject: Fwd: RE: Charges
To: Kim.Israelsson@qwest.com

Here is a copy of the email I sent you last Thursday. I have not gotten any response back. We did get the credit for one charge of \$106 but there needs to be more compensation due to all of this inconvenience. I still have not gotten an email with the fraud supervisor and I am still waiting for you to get an email address for me as you told me over a week ago you would.

Thank you-

Jenny Lewis (RE Account: 8013022057)

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Forwarded Message [[Download File](#)]

Date: Thu, 29 Mar 2007 18:06:53 -0700 (PDT)
From: "jenny lewis" <jmlslc@yahoo.com>
Subject: RE: Charges
To: "Israelsson, Kim" <Kim.Israelsson@qwest.com>

HTML Attachment [[Scan and Save to Computer](#)]

Please give me call tomorrow, as I did not get a phone call today from you, as you had specified in previous email.

We were advised by your billing department (Billy in Seattle Call Center) to cancel our debit card because there was no need for Jeremy to ask for our 3 digit number on the back of the card which has proven to be even more of an imposition. Jeremy definitely should have verified those amounts and should have told me he was running the card and taking money out, not just leading me to believe he needed our information to set up autopay. It is frustrating that he said that he could but the phone in my business name no problem and then charged us a 20 fee, on top of the unannounced 95 deposit. We were also told that the charge to reinstate service would be waived (35) due to the miscommunication that we were told we were on autopay in January, and my husband was never told by the rep when payment was made last week that a deposit would be required.

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 - Trash [Empty]

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for Everyday

 Refi: 30-yr fix as
low as 5.9%*

 Flirt via email
at Y! Personals

If you can reimburse the charges made, pay for cell phone usage, time lost due to speaking with multiple representatives compensated with two months paid service for full bundle package, I am content to dismiss this issue.

"Israelsson, Kim" <Kim.Israelsson@qwest.com> wrote:

I have sent duplicate copies of the bills from the service in January to you so you can see the individual charges that reflect the 232. and the 106.98 respectively.

As far as the deposit requirement, every company that extends credit has a credit scoring system specifically designed for that company. I contacted our credit department and the deposit that was collected was the amount required to set service back up.

I understand that you never verified the deposit again I apologize for the mis-information and I agree that Jeremy should have told you about that prior to running the credit card for those amounts. I am still working on that as we speak and have spoken with my Director on the situation. I have been given authorization to give you credit on your phone bill for the 115.00, and we are investigating the use of the your credit card further with my fraud department and will keep you informed.

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From: jenny lewis [mailto:jmlslc@yahoo.com]
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To: Israelsson, Kim
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charges nor do, as they are a credit requirement based on our credit scoring.

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Kim Israelsson

From: jenny lewis [mailto:jmlslc@yahoo.com]
Sent: Wednesday, March 28, 2007 11:22 AM
To: Israelsson, Kim
Subject: Charges

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\$106.89 covers and for what services?

Jenny

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