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Subject: RE: Your Qwest Account**Date:** Tue, 31 Jul 2007 09:34:47 -0500**From:** "Needles, Roberta" <Roberta.Needles@qwest.com>**To:** "jenny lewis" <jmlslc@yahoo.com>

Hi,

I left a message on your cell phone. Feel free to call me at your convenience. My office hours are 8-5 MST Monday thru Friday. My desk # is 303 992-0667 or you can reach me toll free at 1 877 440 8959 and the operator can transfer you to my desk.

Roberta

From: jenny lewis [mailto:jmlslc@yahoo.com]**Sent:** Monday, July 30, 2007 1:35 PM**To:** Needles, Roberta**Subject:** RE: Your Qwest Account

Please call us to review all of this information. We need conclusion and the back and forth emailing has proven little assistance. We need answers to our questions.

Jenny Patten

801-302-2057 (if we are not available at this number please call cell number, as we do not have voice messaging per this number)

801-633-2899

"Needles, Roberta" <Roberta.Needles@qwest.com> wrote:

Mrs. Patton,

Please see responses below in Green.

From: jenny lewis [mailto:jmlslc@yahoo.com]**Sent:** Friday, July 27, 2007 6:52 PM**To:** Needles, Roberta**Subject:** RE: Your Qwest Account**My name is still spelled wrong....Patten**

The order to correct the spelling was issued on Friday. The records should be updated at this point.

"Needles, Roberta" <Roberta.Needles@qwest.com> wrote:

| Hi Mrs. Patton,

I'm glad that you've had the opportunity to review the billing on your accounts. I first would like to let you know that I have corrected the spelling of your name on your Qwest account for the listing as well as the billing. Please see responses below in maroon.

From: jenny lewis [mailto:jmlslc@yahoo.com]
Sent: Thursday, July 26, 2007 7:20 PM
To: Needles, Roberta
Subject: Re: Your Qwest Account

Please find answers below- Jenny Patten

Hi Mrs. Patton, I am glad time was taken to spell our name correctly I definitely feel like a valued customer.

My name is Roberta Needles and I am a Complex Billing manager here at Qwest. I will also be acting as a fraud manager for you. I have researched your account quite thoroughly and have also obtained copies of the email correspondence between you and Kim that assisted me in understanding your concerns about your account.

Upon review, I'll advise from the past moving forward for the sake of simplicity and clarity.

On your old account #801 302 2057 260 the billing history is as follows:

I show that the service was established on 7/11/06. The initial order included your local service package at \$29.99, Qwest Long Distance and DSL (High Speed Internet) and DirecTV service. The first billing included charges for all of these services.

Bill 7/25/06 on account # 801 302 2057 260:

NEW CHARGES

QWEST HOME SERVICE	(PAGE
3) 101.19	
QWEST DSL WITH MSN	(PAGE
4) 44.31	
QWEST LONG DISTANCE	(PAGE
6) .30	
DIRECTV	(PAGE 8)
53.81	
TOTAL NEW CHARGES	
199.61	

TOTAL AMOUNT DUE
199.61

For the billing above, the local service was higher than normal because it was the first billing. It included your month in advance for service, the installation fee, and prorated charges for the service from the date that it was activated to the day before the month in advance. I do not show that AutoPay was set up for the account at that time.

The Second billing generated:

Bill 8/25/06:

PREVIOUS BALANCE

CHARGES

199.61

PAST DUE BALANCE

199.61

NEW CHARGES

QWEST HOME SERVICE (PAGE
3) 60.76

QWEST DSL WITH MSN (PAGE
5) 26.99

QWEST LONG DISTANCE (PAGE
6) 2.22

DIRECTV (PAGE 7)
54.81

TOTAL NEW CHARGES

144.78

TOTAL AMOUNT DUE

344.39

This billing (8/06) was more normal with only the exception of the local service billing. The modem was purchased at \$29.99 and was installment billed in 3 increments of \$13.98. (The modem was \$29.99 with shipping fee's of \$9.99 and interest of \$1.97). Without the installment billing of \$13.98, the bill would have totaled \$130.80 which was correct for the services provided.

We received payment of \$199.61 on 8/26/06 Via the internet.

Bill 9/25/06:

BILL DATE SEP 25,
2006

PREVIOUS
BALANCE

CHARGES

344.39

PAYMENT AUG 29
 199.61C
 PAST DUE BALANCE
 144.78
 NEW CHARGES

QWEST HOME SERVICE (PAGE
 3) 58.69
 QWEST DSL WITH MSN (PAGE
 5) 26.99
 QWEST LONG DISTANCE (PAGE
 6) 2.88
 DIRECTV (PAGE 8)
 54.81
 TOTAL NEW CHARGES
 143.37

TOTAL AMOUNT DUE
 288.15

This billing above was normal with the only exception that the local billing included the last of the 3 installments of \$13.99.

Bill 10/25/06:
 BILL DATE OCT 25, 2006

PREVIOUS
 BALANCE
 CHARGES
 288.15
 PAYMENT OCT 16
 288.15C
 BALANCE .00
 NEW
 CHARGES
 QWEST HOME SERVICE (PAGE
 3) 42.85
 QWEST DSL WITH MSN (PAGE
 5) 26.99
 QWEST LONG DISTANCE (PAGE
 6) 2.41
 DIRECTV (PAGE 8)
 54.81
 TOTAL NEW CHARGES
 127.06

TOTAL AMOUNT DUE
 127.06

This billing above was a completely normal bill. There was one directory assistance call for \$1.25. Also, the taxes for the local service totaled \$13.11 and there was \$3.83 in taxes for the DirecTV service. Before taxes and surcharges, the services total \$103.96; which breaks down as: \$25.99 for the local service, \$26.99 for DSL, & \$50.98 for the DirecTV.

Bill 11/25/06:

BILL DATE NOV 25,
2006

PREVIOUS

BALANCE

CHARGES

127.06

PAST DUE BALANCE

127.06

NEW

CHARGES

QWEST HOME SERVICE (PAGE

3) 44.37

QWEST DSL WITH MSN (PAGE

5) 26.99

QWEST LONG DISTANCE (PAGE

6) 4.75

DIRECTV (PAGE 8)

54.81

TOTAL NEW CHARGES

130.92

TOTAL AMOUNT DUE

257.98

The above billing was also normal.

Billing 12/25/06:

BILL DATE DEC 25,
2006

PREVIOUS

BALANCE

CHARGES

257.98

PAST DUE BALANCE

257.98

NEW

CHARGES

QWEST LOCAL SERVICE (PAGE

3) 45.95

QWEST DSL WITH MSN (PAGE

5) 26.99

QWEST LONG DISTANCE (PAGE
 6) 2.19
 DIRECTV (PAGE 7)
 54.81
 TOTAL NEW CHARGES
 129.94

 TOTAL AMOUNT DUE
 387.92

The above billing was normal. Because we had not received a payment, we interrupted services on 1/09/07. We received a call on 1/10/07 and a payment was made for \$257.98 over the phone so that services could be restored.

BILL DATE JAN 25,
 2007
 PREVIOUS
 BALANCE
 CHARGES
 387.92
 PAYMENT JAN 10
 257.98C
 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

My husband called Qwest beginning of month (January) and gave all information to be set up on automatic withdrawal.

I called Jan. 30 and twice in February and at no time were we told we owed anything on the account.

Mrs. Patton, Unfortunately, I do not show any orders in

Jan. to add automatic payment to the account. I do show inquiries to the account, but I cannot speak for conversations I did not participate in. This is why we send out monthly statements in writing to show all activity on the account. The bills sent from Oct. thru the end of the account all carried balances owing. Again, I can't speak for what was said to you, but again we sent all imperative information in writing so that you would know the amount owing.

Even if there was an order requesting automatic payment, we sent out paper billing indicating that automatic payment in fact was not set up on the account. We do expect our customers to review billing in full and contact us within 90 days to dispute errors. Even with an error of this nature, we still expect our customers to pay the billing in full.

Regardless of what our rep's advised you in regards to the amount owing on the account, we again expect our customers to review their paper billing in full.

We were told that we were set up on automatic withdrawal in January. We were told we would get a monthly bill but it was only a receipt. The above billing was normal with only the exception of the local service. There was a charge of \$17.30 to restore the service from non-payment.

Because we had not received payment for the balance carried above of \$129.94, we issued an order to interrupt the DirecTV service on 2/05/07 and separate the billing. On 2/15/07 we created a final bill for the amount of \$106.89 for DirecTV services.

**Billing 2/25/07:
We sent 2 bills.**

BILL DATE FEB 25,
2007
PREVIOUS
BALANCE
CHARGES
164.39
PAST DUE BALANCE
164.39

NEW
CHARGES
QWEST LOCAL SERVICE (PAGE

3)	37.28	
	QWEST DSL WITH MSN	(PAGE
4)	26.99	
	QWEST LONG DISTANCE	(PAGE
5)	4.32	
	TOTAL NEW	
	CHARGES	68.59

TOTAL AMOUNT DUE
232.98

we still assumed we were set up on automatic withdrawal per conversation with rep. in January.

Please see above.

Again, the bills sent all showed balances owing on the account. In Feb. we sent two bills to reinforce the activity that was taking place on the account due to the lack of payment.

We did not get two bills. We recieved the bill stating we were going through to a collection agency.

I can send out duplicates of any bill you wish to review in full. They are also accessible online at Qwest.com once you set up an online account. Our systems indicate when bills are returned to us and I do not show any bills returned to us as undeliverable.

This bill shows a balance of \$164.39. You'll notice that the total amount due on the prior bill was \$271.28. The \$271.28 minus the Entity Final bill we created for \$106.89 leaves the balance due of \$164.39 instead of \$271.28. We also sent a copy of the final bill.

Final bill 2/20/07:

BILL DATE FEB 20,
2007

FINAL BILL	
PREVIOUS	
BALANCE	
CHARGES	
106.89	
PAST DUE BALANCE	
	106.89

NEW	
CHARGES	
QWEST LOCAL SERVICE	(PAGE
3) .00	
DIRECTV	(PAGE --)
.00	

TOTAL NEW
CHARGES .00

TOTAL AMOUNT DUE
106.89

No one tried to reach us per phone. We also were assuming we were set up on the automatic withdrawal. When I phoned in Feb. I called to have someone assist me with the amount we were being billed for, again the rep never stated we owed for the months prior.

Please see below.

Per our records, we called on 01/08 before we interrupted the local service on 1/09. We also attempted to call on 3/07 before we interrupted the service on 3/08. Also, anytime any one of our rep's looks at your account, it leaves an electronic fingerprint. I do not show any access to your account in Feb. by any rep's.

Why would you not email us since you had our email address on file? I have been sent emails from your company since before this mishap. Many people work during the day and are not available to your call (if they were indeed made). We do not have voice mail as you can see per our account.

If online billing is not established, we do not send out any email notification. Online billing must be established for email to function in that manner.

We interrupted the service again on 3/08/07 due to the lack of payment to the account after we attempted to call on 3/07/07. We did not hear from anyone and the account was disconnected for non-payment on 3/20/07. We received payment of \$232.98 over the phone on 3/20/07, but the disconnect order had already completed at that point.

On 3/21/07 we placed an order for new service due 3/26/07. We received a payment from David of \$106.89 with a credit card on 3/20/07. We also received payment for \$232.98 on 3/20/07. The problem is that both of these payments posted to the same account when the charges had already been separated to 2 different accounts (see above). This paid off the \$232.98 billing from 2/25/07, but none of the monies went to the billing for \$106.89 from 2/20/07.

*Do have
this -
online billing.*

why would we get billed twice?? why would the payments be separated to two different accounts, when all we have is on account?

Again, on 2/15/07 we created an Entity Final bill with DirecTV charges owing of \$106.89. We separate these charges out onto a final bill in an attempt to preserve your dial-tone service for 911 purposes. This is why we sent 2 bills in Feb, so that you could send in the payments accordingly. In regards to the \$232.98, that amount was not billed twice. Both payments (\$232.98 & \$106.89) posted to this billing after we had separated out the charges.

Above I mentioned the payment 2 times, but it is the same payment I am referring to both times (\$232.98).

So why did you mention the payment 2 times? What are the two different accounts you are referring to?

Please review above billing information with acute detail. All of the information about the billing is provided here for you. I advised that the billing was split and the \$232.98 and \$106.89 were the two bills that existed after the split.

we should not have to pay the 106.89 charge from the collection agency since your rep did not adequately set us up on automatic withdrawal.

Because the service was provided, and the billing was itemized out on the prior bills sent, we do expect payment for such services provided. Whether or not there was an error of setting up automatic payment, any company that provides services will expect to be paid for such services.

I do not have a problem paying our bills. I do have a problem being quoted a monthly amount and it not being so. If you rep made the mistake we should not be held responsible for that individuals lack of responsibility and thorough customer service. You have managers for that, it is not my job to make sure your reps are following through.

Can you provide me with an itemized quote for each of the services you receive and ordered at that time?

Revised Final bill 3/08/07:

BILL DATE MAR 8,
2007

FINAL BILL
PREVIOUS BALANCE

CHARGES
232.98

PAYMENTS
339.87C

MAR 20 232.98C

MAR 21
106.89C

THANK YOU FOR YOUR
PAYMENTS

BALANCE
106.89C

NEW
CHARGES

QWEST LOCAL SERVICE (PAGE

3) 21.51C

QWEST DSL WITH MSN (PAGE

4) 31.99

QWEST LONG DISTANCE (PAGE

4) 24.31

TOTAL NEW
CHARGES 34.79

TOTAL 72.10C

why wasn't the extra charges refunded back to us in the form of a check? we were quoted when we started service that the total amount would be 106 including tax. We are not saving any bundle savings. We can pay direct tv directly the 55 per month and sign up with a company like vonage and pay 45 for both broadband and phone services. we went through qwest because we were quoted this amount and told what saving we would experience through the bundle package.

The additional credits applied to the account first paid the charges owing to the account, what was left-over (on this account) was sent in the form of a refund check for \$72.10 on 3/28.

We made our account current as of May 20. There should not have been another 72 being owed for a couple weeks worth of service.

The \$72.10 was a refund check, not billing. Please review billing information provided with acute attention for detail.

In regards to your monthly billing

Local service	\$25.99
DSL	\$21.99
QLD	\$15
DirecTV	\$52.98

Subtotal \$115.96 per month before taxes. The DirecTV service that is quoted in our bundle is \$44.99 per month; the DirecTV package that is set up for you now is \$51.99 per month with DVR for \$5.99 extra. Our bundle quotes do not include any additional services. If the \$44.99 package were the service that you had with DirecTV, your monthly service would cost \$102.97 per month before taxes or surcharges. At this point you receive \$20 in bundle discounts per month for the services that you have.

Why would we be quoted as only being charged 106 including tax??? We were told that by more than one rep. If we are saving 20 in bundle that would bring the monthly amount to 82.00 (per your statement above), which with tax would be around 106 as quoted.

The \$102.97 hypothetical quote above includes all of the bundle and promotional discounts. Again, I cannot and will not speak for a conversation that I did not participate in. Do you have itemization of what you were quoted for each service?

*This \$72.10 credit was sent to you in the form of a refund check our systems generated on 3/28/07 and our systems indicate was cashed on 5/15/07.

You'll also notice that on the billing above, the MSN DSL billed its normal monthly charge of \$31.99 (the system hadn't stopped the billing yet) and the Qwest Long Distance also billed like normal (Long Distance is always billed a month behind) so this bill revised as of 4/25/07.

Billing 4/25/07:

BILL DATE APR 25,
2007
REVISED FINAL
BILL
PREVIOUS BILL MAR 08,
2007

PREVIOUS
BALANCE

ADJUSTMENTS
QWEST
23.58C
QWEST LONG
DISTANCE 24.31C
BALANCE
47.89C
NEW
CHARGES
QWEST LOCAL SERVICE (PAGE
3) .00
QWEST DSL WITH MSN (PAGE
3) 48.50C
QWEST LONG DISTANCE (PAGE
4) .00
TOTAL NEW CHARGES
48.50C

TOTAL
96.39C

These adjustments were issued on 4/04 by a service rep because the system had not caught up on the billing, and the rep did not realize that the system would revise the billing and credit back the charges billed. The long distance charges were valid, as stated prior long distance always bills a month behind. On 4/25/07 the billing system naturally corrected itself and credited back an additional \$48.50, on top of the manual credit of \$23.58 our rep issued on 4/04. In short this means that you were credited twice for the same service.

This refund check of \$96.39 was generated by our systems on 4/30/07 and our systems indicate that it was also cashed on 5/15/07.

sounds like to me none of your reps know what they are doing.

By this time (4/07) the new account had been established. The order for this service was placed on 3/21/07 due to complete on 3/26/07 wrong Jeremy quoted me as beginnig service as of March 23 (Friday). This service order was written on 3/21 and included services such as local, long distance, and DSL. The DSL requires a 3 business day due date Unfortunately there is no way we could have had the DSL provisioned in only 1 business day. **He quoted that all service would be set**

up within three business days (wed a.m. when initially spoke--day one, thurs- day two--friday- day three)

In our systems, Wed doesn't count, Thurs would be the first, Friday the 2nd, and Monday the 3rd day. The repair reports from Monday 3/26 notes state that the service was working properly and no tech was needed to go out.

Service not working until Tues.

Again, I can't speak for what Jeremy quoted, but we did have the service installed and provisioned on Monday March 26 **It was not up and working until the next day, I called Kim about this problem. She send a rep to the house, and I told her to give him my cell number. He went over to the neighbors to ask them if they knew when I would be home. There was never a call made to me from your rep (as I explained to Kim I was running errands locally).**

; this order was placed by Jeremy. As explained above, the final bill of \$106.89 was still due It was not due..we had made full payment on March 19, per Dave Patten to your rep over phone.

That's correct, Dave did pay in full at that point, but the payments were later refunded, again debiting the amount back onto your account due to the refund of such payments.

Because our systems indicated a final bill still owing **again the bill was completly paid when the conversation with Jeremy took place.**

Again, these same payments were refunded, please see above.

, we required a deposit for the new service order we were never told by any reps that there was a required deposit! Also we were told we would not have to pay for reinstating service, which we were. I was told by Kim, as Dave was told by the rep when he made the phone payment in March and discussed how we were supposed to be set up on automatic withdrawal. Those amounts were not reimbursed. . This deposit requirement was \$115 broken down into 3 entities of \$60, \$20, and \$35. You cannot take money for an account that is not verified. The \$95 payment taken on 3/21 covered the \$60 & \$35 entities. The \$20 payment was also taken on 3/21 as well as the payment for the final bill of \$106.89 still owing. Because the payment for the final bill of \$106.89 was refunded on 3/26 the amount was debited to the new account that had just been established. This amount showed as a balance owing on the very first bill for the new account.

Again, I can't speak for a conversation I did not participate

in. When a customer comes to us to set up services, they can only get limited services if there is a final bill owing. As I explained above, the payment of \$106.89 that was made applied to the incorrect account and a refund of the left-over monies was refunded to you. This means that the \$106.89 billing was not paid. When a customer has a final bill owing with us **we did not have final owing with you. Our bill was paid in full on Monday March 19, per phone by my husband Dave Patten.** Please see above, once a payment is refunded, we therefore in fact did not receive payment.

, our systems require a deposit to be paid for new services. When we refunded the payment of \$106.89 the \$106.89 was debited to your new account on the very first billing, carried as a balance owing. When Kim credited your account she in effect credited this final bill because the credits applied to the balance owing. If we advised that we would not bill to reinstate service, this would mean that we would waive the installation fee which is a regulated charge **we were told by Kim and the rep my husband spoke with the fee would be waived.**

The installation fee was not billed to you with your local service billing on the April bill. You were billed for your month in advance as well as the prorated charges (from the date the service was activated to a day before your month in advance), but not for the installation; we did waive that fee. However we will not waive a final bill and we usually will not waive deposit requirements as they are put in place to protect us as a company.

Unfortunately, without the payments made to the account (\$106.89, \$95, \$20) we would have never issued the order for new service. It would literally have been impossible for Jeremy to issue the service order. We would have required the \$106.89 to be paid in full as well as the deposit requirements met. You've been able to retain your service because these payments were not refunded until after your new service was already installed, this is why we debited the \$106.89 to your new account. **How do you explain him putting the money into another account not linked to ours? Also please explain why he would want the numbers on the back of our card if he knew we were not buying and devices (as your rep explained to me --the only time EVER a rep should ask for those secure numbers would be if you are buying a new cell phone, as you can see from our account no cell phone was ever purchased). Why did Kim, Ben, Billy all respond in the same way when they all looked at my account when I called that Friday, and following Monday?**

They all said something was seriously wrong. Why was I automatically sent to speak with Kim (a supervisor) when the rep checked out my account and he responded something was wrong when he started checking things and stated that Jeremy should never have done that? Why did Ben help to pass on all emails to his supervisor when he checked my account? And said things were not right?

I show no indication that any monies were posted to an account not belonging to you. All payments were posted to either the final bills or the new account. Again, I cannot and will not speak for a conversation I did not participate in. Upon review of your account I have found no fraud committed and no payments to anyone's account but yours.

I gave Jeremy my bank card info. and he asked for the digits on back of card. I called a rep when phone was not turned on as promised (Billy from Billing/ Seattle). He stated the money was put into another account and that I should cancel my bank accounts as he thought I had been a victim of fraud. Also Ben in Great Falls was extremely concerned over the issue as well. He stated they would never take credit card info, especially when automatic withdrawal could not be set up until after first payment. He also told me that this rep put the money into an account that was not ours.

The payments made were distributed between your final bills, old account, and new account. None of the payments were applied to anyone else's accounts. **I was told they were by a couple reps. Seems to me to be a bit of a cover up now that things are being investigated. Is Jeremy Stoddard still working with your company?**

I can assure you that there is no 'cover up' taking place. I and Qwest work with the highest of standards. Every payment brought to my attention has posted to your accounts. If you find any other payments other than those discussed within this documentation, I will be more than happy to research them and verify where they posted. We deal with our disciplinary actions and internal feedback internally. There will be no information about Jeremy provided to you to protect both your

security and his.

Again, I can't speak for conversations I did not participate in, but unless I am made aware of any other payments than what are noted above, I can assure you that no fraud has been committed.

If I had not called back we would have assumed we were set up on automatic withdrawal and the same incident could have happened again. He also gave me an automatic withdrawal confirmation number which was invalid!

I apologize if the automatic payment was not set up, but again, that is why we sent out monthly statements indicating charges, credits, and payments made. We also send out confirmation letters in regards to all orders issued for our customers so they have an opportunity to review them and verify that what has been done was to their satisfaction. **You may send the letters however when I have called back to discuss the set up no one understands when I ask different questions and get sent to different reps which none that know the answers. Why do you think I cooresponded with Kim after each bill and no answers were given?? There has been nothing done to help with our satisfaction.**

I apologize if your prior contact with us was not to your full satisfaction. When you contact us and request a manager we can have one contact you within 24-48 hours. You're also welcome to email our customer service rep's online or click to chat with online representatives. At this point you have me, a Qwest Executive Office Manager here to assist and explain everything you need.

We do expect our customers to read our itemized statements and hope to be contacted if things are not done to satisfaction. **I called many many numerous times over the months and if you reviewed all the emails between Kim and I you would see this effort.**

I do see such effort and that is why we have compensated/credited your account generously for your satisfaction.

Billing 4/25/07 on new account 801 302 2057 146:
BILL DATE APR 25,

2007
 PREVIOUS
 BALANCE
 ADJUSTMENT QWEST
 106.89
 PAST DUE BALANCE
 106.89
 NEW
 CHARGES
 QWEST LOCAL SERVICE (PAGE
 3) 83.18
 QWEST DSL WITH MSN (PAGE
 5) 45.57
 QWEST LONG DISTANCE (PAGE
 6) 4.67
 DIRECTV (PAGE 11)
 54.04
 TOTAL NEW CHARGES
 187.46

TOTAL AMOUNT CHARGED TO YOUR CREDIT
 CARD 294.35 **We were charged this
 amount for one month? We were up to current
 in March paid \$72 more, then our bill jumps to \$294
 when we were told things would be taken care
 of?? This is more than our bill last year when we
 signed up.**

Now, because this was the first billing for the new account
 (since it was re-established), **we were told this would be
 taken care of because of the mistake on your end.**
 Mrs. Patton, I'm going to ask you again to
 review this information with greater attention
 to detail. All of the information is detailed out
 for ease of understanding, despite the fact that
 it make take some time to review it properly.

the charges are higher than normal because they include
 the full month in advance as well as pro-rated charges
 from the date that the service was installed to a day
 before the month in advance. This also caused the taxes
 to be high on the local service because they're based off
 of a percentage of the charges on the billing. The DSL
 also billed a full month and pro-rated month, and the
 DirecTV had a full month with pro-rated billing as well.

We are not paying for another month like we did last July
 when it is your reps mistake for not completing our
 automatic withdrawal. We got charged twice for the

month in advance.

Again, we do expect to be paid for the services we have provided.

You were not billed twice for the month in advance. Per the 4/25/07 billing, you were billed prorated charges from 3/25 to 4/25 \$34 (page 4) and a month in advance from 4/25 to 5/24 \$30.09. Then, on the 5/25/07 billing you were billed your normal month in advance from 5/25 to 6/24.

Billing 5/25/07:

BILL DATE MAY 25,
2007

PREVIOUS
BALANCE

CHARGES
294.35

PAYMENT
294.35C

ADJUSTMENTS

QWEST		
	484.59C	
QWEST BROADBAND WITH MSFT	45.57	
QWEST LONG DISTANCE	4.67	
DIRECTV		54.04
BALANCE		
380.31C		
NEW CHARGES		
QWEST LOCAL SERVICE		(PAGE 3)
63.01		
QWEST BROADBAND WITH MSFT		(PAGE 6)
21.99		
QWEST LONG DISTANCE		(PAGE 7)
16.79		
DIRECTV		(PAGE 10)
60.14		
TOTAL NEW CHARGES		
161.93		

Admits we were told to cancel card.



TOTAL 218.38C

This billing above is where things get a little confusing. The billing had been set up with Auto-Pay on the card we told you to cancel **No it had not. I spoke with numerous reps including KIM that stated system will**

not allow that until first payment on new accounts. Unless all your reps are uneducated about the system I do not find this to be true.

I was able to verify a payment attempt for \$294.35 that credited your account, then was debited back to the account.

, and the payment for \$294.35 from the 4/25/07 billing processed on 4/26. Then, the payment was stopped and the amount of \$294.35 was debited back to your account in the entities of the billing it had paid in April . These debits are allocated throughout the May billing and appear on the local service billing page 5 for \$186.87 and \$3.20, \$45.57 on page 6 for DSL, \$4.67 on page 9 for Qwest Long Distance, and \$54.04 on page 10 for DirecTV. These amounts total \$294.35 and again this debit took place on 5/03 in our systems.

This makes no sense! Why would you do this? Why is every month some issue where this amount rolled over from this amount and we keep getting double charged?? We refuse to pay 300 for one month service. We were quoted as being charged 106 not 300 per month! No one in your company I have spoke with in the past 6 months know how to read the bill, and it sounds like there are many mistakes that have taken place.

Upon review of your billing, from old account to new (because I've looked at every bill and every service order), there are no billing errors that have not been addressed/resolved. The payment of \$294.35 posted to your account 4/26, **why for one month service would the bill be 294? we paid 72 end of March and for one month's service 294??**

Again, please review the information here with greater attention to detail.

but then, because that card was no longer valid (and we really had not received that payment), the amount was debited back to the account. It is not a double charge, it is a charges that was indicated as paid, but then was not paid.

Then, April 30th Kim adjusted \$453.23 on your billing and again on 5/03 you were given another adjustment totaling \$221.43. The math breaks down as follows:

We were quoted from Kim to have a 770 credit. That should have lasted us for 7 months----not three.

however Qwest keeps trying to take money out of this account.

THIS
↑

At first, per the email from 4/27, Kim promised 1 month of service to be credited as well as the non-recurring charge from your first bill. She also promised to adjust your cell phone usage. (As a policy we do not adjust our customers wireless usage. We are a regulated entity guided by local tariffs and wireless is not a regulated service. **Kim was doing everything she could to assist, even credit things we are not supposed to credit. Sounds like she did not know what policy is, and she is a supervisor. If she was going against policy how many other reps were? Also why would she credit it back unless she knew there had been a major mistake on your end??** Kim advised that we would waive the \$115 deposit requirement, so you would not have to pay that **However we were charged that.** That amount was refunded to you and you were not required to replace those payments.

Then, Kim promised 2 full months of credit. In regards to the airtime for your wireless, on 5/03, in Kim's response to receiving your fax of your wireless billing, she stated that she issued an adjustment of \$86.10 and further explained that you would see the credit, then would see a debit as it would be transitioned into a refund check. **She also said that it would take 4-6 weeks. When I had not gotten the check after 8 WEEKS I contacted her numerous times. The check was dated 29th of July however we did not get it until after the 11th of July. She never responded to my final requests about when the amount was sent.**

Unfortunately refund checks are timely things to issue. I apologize for the inconvenience.

Kim further stated in response to your billing inquiry from 5/03 "**I am confused,** I agreed to adj 2 months worth of service which is including in the amount I gave the adj for and will offset that bill you received for 294.00. I also credited an additional amount due to the amounts processed on your credit card which is also including in the amount I made to your account. On 4-30-07, I adjusted 453.23 on your bill, and today I processed an additional amount of 192.99 before tax for a total of 221.43 adj on your account of which 86.10 is the cell phone reimbursement. I will be sending you a refund check in the amount of 86.10 which you will see a credit and debit on the account. I believe I have adjusted what we talked about due to delays in service as you have received a total adj credit of 770.66 (which includes the 96.00 credit you stated in your email)."

Kim stated that the total adjustments issued was

\$770.66, not that you would be credited an additional \$770.66. **She told my husband on the phone that amount would be issued on our account to use for the next 6 months.**

The monies have already been applied to your account and all are 'used up'. We will not be issuing any additional credits to your account. had asked Kim: "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."

This was in March/April when resolution was hoped for when it had gone on for the length of time it has this is not sufficient

Please see the breakdown below of the credits issued as they indicate that all promised credits have been honored. **I was not reimbursed for time lost!** We don't credit for time spent with us.

We refuse to pay 300 a month and close to 200 a month for service. This is not what we were promised. We would never pay this much if your company was honest and quoted us as such.

Please refer to your July 07' billing as the current charges are normal charges with no errors. After taxes they total \$143.16. Before tax these services total \$115.96 per month.

April billing \$294.35
May billing \$161.93
Subtotal \$456.28
Minus adj\$-453.23
Minus adj\$221.43
Subtotal \$-218.38

} ??

This is why the May 25th billing shows the credit of \$-218.38.

Billing 6/25/07:

BILL DATE JUN 25,
2007
PREVIOUS
BALANCE
CHARGES
218.38C
ADJUSTMENT
QWEST .00
BALANCE
218.38C
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	79.18C

*The balance credit of \$-218.38 paid the June billing

Kim gave me the check for 218 for my cell phone usage as promised in emails. We were charged a total of 561.

Kim credited \$86.10 in direct response to receiving the fax of your wireless billing. No notes reflect any additional credits promised for wireless usage and none are to be issued. **I was told by your rep last week that the 218 was for my cell phone usage. That is what it stated on my account.**

Kim's Email:

On 4-30-07, I adjusted 453.23 on your bill, and today I processed an additional amount of 192.99 before tax for a total of 221.43 adj on your account of which 86.10 is the cell phone reimbursement. I will be sending you a refund check in the amount of 86.10 which you will see a credit and debit on the account. I believe I have adjusted what we talked about due to delays in service as you have recieved a total adj credit of 770.66(which includes the 96.00 credit you stated in your email)

The credit of \$-218.38 was transferred to a refund check that our systems show was issued 6/29/07 for \$218.38. Because the credit of \$218.38 was transitioned to a refund check, the amount of \$218.38 has been debited back to your account.

The current charges on the 6/25/07 billing were \$139.20 when we do not acknowledge the credit balance. On 7/20/07 we credited \$19.31 for one of the restoral charges. This places the current due on your account at this point (as of today 7/26/07) at \$119.89.

In regards to the cost of your monthly services,

this most recent billing from 6/25/07 is a normal bill. It is different from the services that you had on the prior account. This account has unlimited long distance for \$15 per month we were told this was a free promotion and after the promotion ended it would be taken off--feb. call to qwest!

You can have the long distance removed at any time. There is no such promotion with the long distance, but it does provide an additional \$10 bundle discount monthly, so in effect, removing the long distance would lower your total monthly costs by \$10 per month. **Why was I told this in Feb. then?? I have approval codes for these changes.**

Again, I cannot/will not speak for conversations I did not participate in. What approval codes are you referring to and what changes are you referring to?

(after the bundle discount is included), and the old account had a \$.10 cent per minute calling plan for \$2 per month plus the usage. Depending on the amount of long distance used, you may want to switch back to the plan that you had before. Also, another thing to take into consideration is that the Unlimited Long distance plan gives you an extra \$10 per month in bundle discounts. This extra \$10 distributes \$5 towards the long distance bringing it from \$20 to \$15 and an extra \$5 towards the DSL giving a total of \$10 in discounts towards the DSL whereas on the old account it received a \$5 discount. Before tax, I show that your services are \$25.99 for local, \$21.99 for DSL, \$15 for long distance and \$52.98 for DTV sub-totaling \$115.96 per month plus the taxes and surcharges.

You are billed correctly for the services provided and unfortunately, changing the monthly costs of the services would be impossible. However, we could consider downgrading the services like long distance or DirecTV cannot downgrade Direct TV any more---we have basic!

As stated prior, the DirecTV bundle we quote is DirecTV's smallest package for \$44.99. The package you have is \$51.99 and you also have DVR service for \$5.99. lower the monthly costs if you wish.

The credits issued to your account since re-establishment total \$674.66. These credits have adjusted the final bill for \$106.89, we have waived the deposit requirement of \$115 for what??? what is this?? we were told we had 770 credit! WE should not any payments for

months!!!

As you can see the breakdown of the billing provided above with the old account, there were final bills left owing with us. Because of these final bills left owing, we reserve the right to ask a deposit of such customers to protect our revenue.

, we sent a refund check of \$218.38 this was to cover cell phone bill per Kim, and have covered the bills for April and May. This does not include the other 2 refund checks generated for \$96.39 and \$72.10. Please see breakdown below.

\$674.66

-218.38 (refund check) Cell phone usage

-106.89 (final bill) When did we get this amount back per check?

-187.46 (4/07) Do not remember getting this amount in a check.....

-161.93 (5/07) Same with this..... if you are stating April and May were free of charge this above proves otherwise because those amounts would cover April and May bills.

The above breakdown indicates what services have been credited for you. \$218.38 credit \$86.10 of which was for your wireless. The final bill for \$106.89, and 2 months of service as you had requested. The April bill totaled \$187.46 and the May billing totaled \$161.93.

\$-96.39 refund check from 4/30---this was due to being overcharged the past 12 months.

\$-72.10 refund check from 3/28--- Not sure what this amount entailed

The amounts above indicate the refund checks sent to you from your old account. You were billed correctly on your old account for all of your services. In regards to the \$96.39 refund check, our rep did credit some of your services not realizing that our system would revise the billing, in which you were given duplicated credits. The \$72.10 refund check was for the \$232 bill that both of the final bill payments posted to. (Remember the \$106 was separated out, then the left over paid the current charges and you were sent what was left over.)

These adjustments how does a check sent to us include two months promised? this makes no sense. Please see above that the April and May billing was paid by such credits.

include the 2 months promised by Kim as well as the wireless airtime credit of \$86.10. As you can see from the breakdown above, the credits have been issued in full covering the past billing and the charges owing on the account now are \$119.89. The total credits and refunds provided are \$843.15 That is untrue. If that is the case we would like a check for 894.15 and we will then refund you for the months April-July at rate promised which would equal 424 to Qwest and still leave us with 419 still in our bank account. If we are charged 843 for four months that is absolutely ridiculous and overcharged. Seems to me your advertisements for the great savings on bundle package may prove to be a bit of false advertisement.

Please see above breakdown of billing. The \$843.15 covers the final bill and services thru May billing and also includes 2 refund checks sent to you. All is itemized above.

Please let me know if you have any questions or concerns. I'm hoping this brings for you the explanations you've been looking for in regards to the old account as well as the new account. In the past four months no one has had any answers. After reading the breakdown I am even more confused as to why we have been paying and being charged as much as we have. This proved to solve none of my questions but to further our opinion that your reps are incompetent and make mistakes-misquote pricing- and further more give false information about our account/bill which you admitted to in the prior passages, make promises they cannot keep, cause fraudulent actions at our cost.

I apologize that this is your opinion of Qwest and of course it is your choice as to who your service provider is. I have spent lengthy time itemizing out your billing for the ease of understanding. All charges are itemized on the monthly statements that have been sent to you from the date of activation. I have only stated that I cannot and will not speak to a conversation that I have not participated in; this is no admission of any kind. Qwest is held to high standards in regards to our attention to service as well as our regulations put in place by the FCC and the PUC. Again, we send our customers confirmation letters for every service order issued as well as itemize every charge on our billing statements. **The problem is your reps do not understand them. I called numerous times regarding our bill and nothing has been resolved.**

At this point, your account has been reviewed

thoroughly and all is determined to be accurate and correct which should resolve this issue for you.

It seems evident that our billing statements have not been reviewed, allowing the old account to become past due and leave final bills owing. Also, the billing statements for the new account indicate the prorated charges and other fee's which cause the billing to be higher than normal. **Again it was your rep's negligence for not setting us up on automatic withdrawal. We should not pay for her mistakes.**

We are not asking you to pay for anyone's mistakes. We are merely asking you to pay the remaining due on your account after we have issued exceedingly high credits to your account. Again, we expect our customers to review their monthly billing statements carefully; as such review would have indicated that automatic payment was in fact not set up on the account.

Per the email that you sent Kim in regards to the April billing that totaled \$187.46, you had believed that to be the normal monthly charges for your services. With closer inspection, the itemized dates on that billing would indicate that the billing was for a full month as well as prorated charges. **Why couldn't Kim explain this to me then???**

Again, a conversation I did not participate in.

At this point, I will be the manager working with you in regards to your accounts. I work in the Executive Office so I will be able to bring resolution to your questions and I am able to make decisions in regards to the questions and concerns you may have.

Sincerely,
Roberta Needles
Coach Complex Billing Executive Office
CCBEO
303 992-0667

In order to cause resolution there are a few things to occur. We want to be compensated for the stress, for closing our bank account (per your rep), compensated for the many many hours spent on phone/email asking to bring resolution to questions and promises and none have occurred, calling while on vacation last week -spending two hours on the phone only to have the rep ultimatlly tell me there is nothing they can do to help us. We would need to be compensated for the 106 from the collection agency, 40 for turning phone on, 560 taken from our

Again, I have found no evidence that any fraud has been committed in regards to your account.

If you feel the need to place complaints, feel free to do so. Such complaints are worked out of my office and upon review of your account the same determination will be made that I have made.

In regards to our rates, we are a competitive company and our rates are competitive as well. Please let me know if you have any further questions or concerns.
Roberta

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Subject: RE: charges

Date: Tue, 31 Jul 2007 16:04:12 -0500

From: "Needles, Roberta" <Roberta.Needles@qwest.com>

To: "jenny lewis" <jmlslc@yahoo.com>

Hi Mrs. Patton,

For clarification, is it Patton or Patten? I just want to make sure I have it correct.

I reviewed this email and I do see one payment for \$106.89 taken on 3/20 and another taken on 3/21. The payment from 3/21 was refunded, and I'm having a back office research the 3/20 payment because I cannot find where it posted. I can assure you that the payment was taken towards your account, it just has not posted for some reason. As soon as that back office group lets me know what they find, I will pass that knowledge onto you.

Again I apologize for the inconvenience of the meeting I had to attend earlier today.

Sincerely,
Roberta

Subject: RE: charges

Date: Wed, 8 Aug 2007 08:47:56 -0500

From: "Needles, Roberta" <Roberta.Needles@qwest.com>  Add to Address Book  Add Mobile Alert

To: "jenny lewis" <jmlslc@yahoo.com>

Channing has attempted to contact you a few times. I'll forward this to her.
Roberta

From: jenny lewis [mailto:jmlslc@yahoo.com]

Sent: Tuesday, August 07, 2007 11:07 PM

To: Needles, Roberta

Subject: RE: charges

Channing (your supervisor) never returned our phone call we made yesterday. She still has not phoned us back as you said she would on Monday.

Please forward this email to her.

Home Number: 801-302-2057

Jenny Cell: 801-633-2899
