

"G. Escano" <gescano@u.washington.edu> on 07/23/99 02:15:43 PM

>

> To: Roger Kouchi/WUTC@WUTC

> cc:

> Subject: Re Complaint # 53342

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> Dear Roger,

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> When I called you on June 25 in the morning, my service was not yet
> restored that was the reason I brought my complain to your attention.

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> I received a notice that my service will be disconnected on June 24, 1999
> if payment was not received by US West. I made my payment on the 21st of
> June. But my service was cut off on the 21st in the afternoon (same day
> I made my payment). I talked to someone on this date and he told me that
> he will request restoration of the service within 24 hours. But my
> service was never, ever restored until I talked to you on the 25th of
> June. Their information to you is incorrect. If my service was restored
> the same day it was disconnected, I have no reason to call you. My
> service was disconnected on June 21 and was restored on June 25, only
> after I talked to you. The last person I talked to at US West mentioned
> to me that the first person I contacted made a request to restore the
> service but apparently, the system kicked it out of the system for unknown
> reason. So she told me that she will manually submit another request to
> restore my service.

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> I have established my account with this company since 1976 and this is the
> first time my service was improperly disconnected.

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> At this moment, I would like to propose that the commission must allow
> competition of other companies so customers have choices. There should be
> no monopoly of business. This should be a case of free enterprise. Allow
> more companies to compete for a better service.

>

> Sincerely yours,

>

> Gloria G. Escano