

First of all I want to thank Roger Kouchi for his time, attention and help. Also, Roger, thank you for the suggestion to E-mail my suggestions in. My suggestions are as follows:

- 1) A 24 hr. turn around in re-instating phone service is too long. The consumer might be interested in paying a bit more for service if turn around time is only 1 day.
- 2) When trouble has been found to be outside of the residence and resident has been charged \$80 for repairman to inspect, there should be some sort of discount or refund of \$80.
- 3) There should be a trouble report mailed to consumer each month when calls for repair have been called in. I found out that the number of times I called in for repair ( I kept track) was different from what US West had documented. An audit trail needs to be initiated.
- 4) If work is being done on main line and phone service is going to be impaired, we as consumers should be notified in advance. Many of us operate our businesses out our homes and we need to know if our phone is going to be out of order due to main line repairs.

Sincerely,

Brenda Michaels