

**Statement of Amy Hagin:**

My experience with Qwest regarding long wait times is ongoing. Recently, I was assisting a client with getting her phone service straightened out. She had been assigned the wrong phone number. She had called Qwest 3 times to tell them about the problem (She knew she was assigned the wrong number, because when she had called her daughter, her daughter's caller ID came up with different number than the one which was assigned). My client let the three different reps she spoke to know about this, and they told her she was wrong. She was able to dial out, but no one could dial in to her number. Finally, I called on her behalf, and was on hold for 46 minutes while it was all being straightened out. It was eventually resolved. However, I think it is a fair representation of the challenges my clients face when they are attempting to get their phone service. I regularly experience long hold times when initiating phone service with my clients. In fact, it happens so often, I transport my clients back to our office to get them hooked up with phone service, rather than using my County cell phone at their homes because of the long hold times. I could use up my monthly allotment of cell time on two client phone service calls. So, I'm wondering...how much lower than this can the current standards be??

I'd like to see Qwest be held more accountable, and to offer much better customer service.

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