

Statement of Dale Miller:

We built an 8-unit project for developmentally disabled residents in Colfax served by Qwest. Because of miscommunication between Qwest and the general contractor it became almost impossible to get a phone line and phone service installed on the site. Qwest had originally told the contractor that the service could be installed overhead but when he ordered the service installed they refused to install it overhead because they would have to use an Avista power pole and pay a lease payment to Avista. Their counter demand was that we put in underground conduits based on a plan that would require us to trench through the new asphalt parking lot. The problem was not only Qwest's fault but they did not want to work with us in searching for a workable alternative.

In my discussions with the Qwest engineer, the main problem was that he was not interested in working with the contractor or the General contractor's electrical sub to find a workable solution. Once Qwest accepted a plan on how the service would be installed, it appeared that the Qwest installers and electrical sub-contractor couldn't agree on who needed to do what. We couldn't get a phone number for the Qwest installers so if they didn't like something on the job they would leave and it generally would take days for communication to get back to the contractor about what they wanted done so they could complete the installation. Qwest certainly didn't operate with any concept of providing to the customer quality service in a timely manner.

The residents moved in to the units December 1 and we finally got phone service to the units in April.

Dale Miller
Housing & Community Development Programs
Community Action Center
350 SE Fairmont
Pullman WA 99163
509/334-9147