

FROM :
09/08/2003 18:59 FAX 19706263734

FAX NO. :
CMS

Apr. 05 2003 12:26PM P2
002/002

FROM :

FAX NO. :

RECEIVED
STATE OF COLORADO
PUBLIC UTILITIES COMM.

Apr. 04 2003 05:48PM P2

2003 OCT -8 AM 10:45

**GARY SMITH
605 RIDGE ROAD
MONTROSE, CO 81401
970-626-9726 OFFICE
970-626-5341 FAX**

October 7, 2003

RE: Docket No. 03F-350T

To Whom It May Concern:

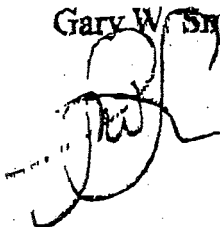
The telephone numbers that were disconnected were: 970-626-9726; 970-626-3734; 970-626-5341; 970-626-5806.

The three phone lines that were combined improperly were: 970-626-5806; 970-626-9726; 970-626-5341.

The dates the service was interrupted were: February 31, 2003 and July 29, 2003. The three phone numbers involved with this disconnection are as follows: 970-626-9726; 970-626-5806; 970-626-5341.

I want a refund for any over billings. I also want all lines on separate billings. Restitution for loss of Business due to the disconnect and reimbursement for loss of wages.

Thank You
Gary W. Smith



FROM :

FAX NO. :

Apr. 05 2003 12:25PM P1

RECEIVED
STATE OF COLORADO
PUBLIC UTILITIES COMM.

2003 OCT -8 AM 10:45

STATE OF COLORADO

PUBLIC UTILITIES COMMISSION

Department of Regulatory Agencies

Richard E. O'Donnell
Executive Director



Gregory E. Sopkin, Chairman
Polly Page, Commissioner
Jim Dyer, Commissioner
Bruce N. Smith, Director

August 11, 2003

Bill Owens
Governor

Mr. Gary W. Smith
605 Ridge Road
Montrose, Colorado 81401

Dear Mr. Smith:

Re: Docket No. 03F-350T - Gary W. Smith v. Qwcst Corporation

Your formal complaint is set for hearing. I enclosed a notice that tells you the date, time and place of your hearing along with a copy of an "Order to Satisfy or Answer" that was sent to the utility with a copy of your complaint.

If you are not represented by an attorney, it is important that you become familiar with the process of a formal complaint and how a formal PUC hearing is conducted. An enclosed publication, called "Formal Complaint Procedures," is designed to help you. It includes a pre-hearing procedures check list, a hearing procedures check list, a post-hearing procedures check list, and a glossary of terms.

Although the hearing may take place in a less formal setting than a courtroom, it is much like a court hearing or trial. An Administrative Law Judge (ALJ) will hear the case, and a court reporter will make a record of the proceeding.

If you have questions about any of the procedures explained in this publication, contact Ken Kirkpatrick at 303-894-2840. He will not give you legal advice but can answer your questions about the formal complaint process.

You should anticipate that the utility will be represented by an attorney. As an individual, you may represent yourself. You will have to follow the same rules of evidence as the utility's attorney, and you will have the same rights as the utility. The ALJ will see that a fair hearing is conducted, but cannot help one side or the other. There will be no one from the Commission to assist you at the hearing.

The burden is on you, as the complaining party, to prove your case. The utility is not required to defend itself or to present any evidence until you have presented evidence against it.

Very truly yours,

Bruce N. Smith

Bruce N. Smith
Director

1580 Logan Street, Office Level 2, Denver, Colorado 80203, 303-894-2000

www.dora.state.co.us/puc
Permit and Insurance (Outside Denver) 1-800-888-0170
TTY Users 711 (Relay Colorado)
Consumer Affairs 303-894-2070

Consumer Affairs (Outside Denver) 1-800-456-0858
Hearing Info 303-894-2025
Transportation Fax 303-894-2071
Fax 303-894-2065