

Jean Jewell

From: ccsun10@aol.com
Sent: Thursday, May 17, 2012 5:39 AM
To: Jean Jewell; Beverly Barker; Gene Fadness
Subject: PUC Comment Form

A Comment from Mark Steele follows:

Case Number: GNR-T-12-03
Name: Mark Steele
Address: PO Box 67
City: Soda Springs
State: ID
Zip: 83276
Daytime Telephone: 208 5473260
Contact E-Mail: ccsun10@aol.com
Name of Utility Company: CenturyLink
Acknowledge: acknowledge

Please describe your comment briefly:

I have several concerns about increasing the length of the allowed outage of service with CenturyLink, who is my landline provider to my business, the Caribou County Sun, my home, and my elderly mother's home, who is 94, lives alone, and has macular degeneration making her visually impaired.

First, I have always had excellent repair service from CenturyLink/Qwest. That is the reason I rely upon them for service. My concern is if the service threshold is doubled to 48 hours, it becomes a critical issue to my newspaper business for production deadlines via the internet which the utility provides.

Certainly, I can change providers, but Centurylink has been the most reliable in my opinion at my location. The cost of a two-day delay in service interruption could be in the thousands of dollars, plus potential loss of customers who depend upon me to get their advertising and news to the public in a timely matter. Again, this has never become a critical issue to date, but lowering the service bar makes me wonder. The customer credit for missing the timeline is insignificant compared to potential losses.

Equally as important is my elderly mother, still able to live alone in a rural setting in which we are a couple of hundred yards apart. Part of her security blanket is the hardline telephone service in which she can push a highly marked telephone button to reach me by phone at any time. Her other security crutch is an emergency device if she falls and cannot get up. As you know, it alerts my three phone numbers, two others, and finally the 911 with an emergency prerecorded message. That all goes down the tubes if the phone service is out and now has the potential for a 48-hour repair window. This is pretty critical in rural communities with the elderly.

Will these disruption of services occur for such lengths? Probably not, as they haven't in the past.

But then if they haven't, why lower the bar to begin with? I chose and will stay with CenturyLink/Qwest for those specific reasons of reliability of service of all types and see no reason to change now. But please consider my concerns that are very crucial in the real world of rural Idaho, both financially and for quality of life.

Thank you much,

Mark Steele
Editor/Publisher
Caribou County Sun
Soda Springs, Idaho

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 63.155.41.236
