

Jean Jewell

From: panpow@hotmail.com
Sent: Friday, June 08, 2012 9:23 AM
To: Jean Jewell; Beverly Barker; Gene Fadness
Subject: PUC Comment Form

A Comment from Joe Pippenger follows:

Case Number: *GNR-T-12-03*
Name: Joe Pippenger
Address: P.O. Box 911
City: Orofino
State: Idaho
Zip: 83544
Daytime Telephone: 208-827-6042
Contact E-Mail: panpow@hotmail.com
Name of Utility Company: Frontier Communications
Acknowledge: acknowledge

Please describe your comment briefly:

My comment is in regard to ID PUC considering a rule change, to allow land line phone carriers to remove any billing credit for outage time, and outages would not need to be fixed within 48 hours, or if on a weekend by the following Tuesday. I am Clearwater County Economic Development Board Chairman, and have been since it was started in 2001. We have struggled to attract business' to our area for some time now (sadly, we usually manage to run #1 for unemployment in the State of Idaho). Most of our county does not have cell service or internet for voip. If business lines are allowed to be down for up to 48 hours, we can forget attracting business' as well as retention of business'. We rely on our land lines for communication to the outside world, as well as credit card transactions and so on. If you were looking to start or relocate a business, I'm sure you would pass up an area with this practice in place. Our local hospital even had a situation not that long ago under Verizon, that found them conducting emergency transfers by cb radio. It almost cost some lives due to phone line and internet down time. I find it difficult to conceive that it is being considered to move even further backward in rural Idaho. There are many other points to be made, and I have just listed a few.

Thank you,
Joe Pippenger
cell = 208-827-6042
work = 208-476-7796
e-mail = panpow@hotmail.com

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 64.126.171.44

Jean Jewell

From: rasm47@yahoo.com
Sent: Wednesday, June 06, 2012 4:07 PM
To: Jean Jewell; Beverly Barker; Gene Fadness
Subject: PUC Comment Form

A Comment from Robert Rasmussen follows:

Case Number: ~~CGS-T-12-01 / CEN-T-12-01~~ - *BNR-T-12-03*
Name: Robert Rasmussen
Address:
City: Post Falls
State: ID
Zip: 83854
Daytime Telephone: 208-699-8856
Contact E-Mail: rasm47@yahoo.com
Name of Utility Company: N/A
Acknowledge: acknowledge

Please describe your comment briefly:
Idaho Commissioners,

I want to go on record as being opposed to the aforementioned cases, relative to CenturyLink of Idaho, and their request to be relieved of service repair obligations, including the present requirement to provide service credits. I see nothing in their petition where they offer their customers any relief in the cost of present services for the relief they seek.

The outcome then, is that the consumer will again bear the entire burden for relief provided to a company, as the consumer will see no direct benefit, but will indeed see a loss of service performance, with no way to be reimbursed for the faulty service. Removing the present requirement for service repair quality, combined with a redacted requirement to reimburse the consumer for failure to deliver the service, is tantamount to a price increase to the consumer, with no representation or protection whatsoever.

As you have so poorly represented the consumer's of this state on so many occasions (how many times have we been screwed by Avista?), try and get this one right and protect the consumer this time. It could be one of the things you try to get right this summer.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 69.76.10.71

Jean Jewell

From: Jean Jewell
Sent: Friday, June 08, 2012 1:14 PM
To: Jean Jewell
Subject: Comment Regarding Case No. GNR-T-12-03

GNR-T-12-03

-----Original Message-----

From: micholann@yahoo.com [mailto:micholann@yahoo.com]
Sent: Thursday, June 07, 2012 9:51 AM
To: Front; Beverly Barker
Subject: Consumer Assistance Form

Consumer Assistance Form submitted by Michol Ann Jensen follows:

Name:

Contact E-Mail: micholann@yahoo.com

Daytime Telephone: 509-338-3208

Home Address: P.O. Box 222

City: Potlatch

State: ID

Zipcode: 83855-0222

If this concerns a Business, Business Name:

Business Address:

Business Phone:

Name of Utility Company: land-line phone service providers Have you contacted the utility regarding your concern?: No

Please describe your question or complaint briefly:

I've just read in today's Lewiston Tribune that the Idaho Public Utilities Commission is considering a rule change that would no longer require land-line phone service providers to fix outages within 24 hours or be forced to give customers a billing credit. We live in rural Latah County, out of reliable cell phone range. When power outages occur (and often even when the power is on) we don't have internet access. We count on our landline as our lifeline. I understand that the public comment period is over, however, since this is the first I've heard about this, I want to make you aware of our need.

The form submitted on <http://www.puc.idaho.gov/forms/cons/cons.html>

IP address is 216.98.240.21

cons

Jean Jewell

From: Anga Velasquez
Sent: Thursday, June 07, 2012 9:18 AM
To: Jean Jewell
Subject: FW: proposed rule regarding fixing land line outages

Case No.
GNR-1-12-03

From: Delitha/Dwight Kilgore [<mailto:d-kilgore@lewiston.com>]
Sent: Thursday, June 07, 2012 9:16 AM
To: Anga Velasquez
Subject: proposed rule regarding fixing land line outages

Hello: I am not sure exactly who to direct this communication to but I will start here:

This morning I read that the PUC is considering a request by CenturyLink to require land line outages be fixed within 48 hours rather than the current 24 hours.

Please consider the impact that has on elderly persons whose only service is land line. For example, my mother. She is 95, lives alone but subscribes to a Life Line service. She wears a button on her neck and when she pushes it the phone monitor is activated and emergency personnel are called. If she should have an outage, two days is far too long to be unable to call for help. Also, if it goes out Friday evening, waiting until Monday for repair is unreasonable for this group of citizens. Granted, for most of us who have other communication devices, that is not an imposition. But SO MANY elderly people do not have cell phones, cannot operate them, cannot hear on them, that the land line is their only communication. Please do not change this repair time window for their sake.

Thank you.
Delitha Kilgore
3225 8th St. E
Lewiston, ID 83501
(208) 743-8873