

Jean Jewell

From: snuxoll@senate.idaho.gov
Sent: Tuesday, June 12, 2012 5:59 AM
To: Jean Jewell; Beverly Barker; Gene Fadness
Subject: PUC Comment Form

A Comment from Sheryl L Nuxoll follows:

Case Number: *GNR-T-12-03*
Name: Sheryl L Nuxoll
Address:
City: Cottonwood
State: IDAHO
Zip: 83522
Daytime Telephone: 208-962-7718
Contact E-Mail: snuxoll@senate.idaho.gov Name of Utility Company: IDPUC
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 do not need to be fixed within 48 hours, or if on a weekend, by the following Tuesday. This would be quite a hardship and detriment to all areas, but especially rural areas. It could cost lives and would be a huge detriment to businesses, especially in rural places that only have land lines. I ask that you do not pass this rule change--even the cities depend on land lines and rural areas. Thanks. Senator Sheryl Nuxoll

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 67.5.109.26

Jean Jewell

From: panpow@hotmail.com
Sent: Friday, June 08, 2012 12:52 PM
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: 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:

I submitted a comment earlier in regard to problems with longer down time in rural Idaho without land line service. No one from this area had heard anything about this until today 06/08/12. Doing further investigation on this, I learned today that the comment period was over on May 31st. Not one word of this came through north central Idaho media (I have spoke with the media about this, and it's the first they have heard of it too). Hopefully your final call has not been made on this issue. We are happy with Frontier communications in this area, at this time, but we are worried about business expansion and retention if land line service becomes a non priority policy. Cell and internet service is very limited in Clearwater County, as well as jobs. Thank you, Joe Pippenger, Chairman of Clearwater County Economic Development Council.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 64.126.165.253

Jean Jewell

From: kgh@orofino-id.com
Sent: Friday, June 08, 2012 10:24 AM
To: Jean Jewell; Beverly Barker; Gene Fadness
Subject: PUC Comment Form

A Comment from Keith Hanson follows:

Case Number: *GNA-T-12-03*
Name: Keith Hanson
Address:
City: Orofino
State: ID
Zip: 83544
Daytime Telephone: 208-476-5536
Contact E-Mail: kgh@orofino-id.com
Name of Utility Company: Frontier
Acknowledge: acknowledge

Please describe your comment briefly:

I have just learned that the PUC is going to consider allowing Frontier Communications to have 48 hours to correct a phone outage in our area. Due to the rural nature of Orofino and the surrounding area, this could be devastating to us. Our businesses, schools, hospitals, etc. rely on landlines. Our businesses process credit card transactions over land lines. A 2 day outage with no consequences for the utility could cause serious harm to all of us, especially the businesses. Our rural communities are struggling, and this would be one more serious threat to deal with.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 64.126.162.2

Jean Jewell

From: djames313@yahoo.com
Sent: Saturday, June 09, 2012 5:21 AM
To: Jean Jewell; Beverly Barker; Gene Fadness
Subject: PUC Comment Form

A Comment from Douglas James follows:

GNR-T-12-03

Case Number: ORDER NO. 32446
Name: Douglas James
Address:
City: Meridian
State: Idaho
Zip:
Daytime Telephone: 288-5441
Contact E-Mail: djames313@yahoo.com
Name of Utility Company: CenturyLink
Acknowledge: acknowledge

Please describe your comment briefly:

I am concerned about the changes under order 32446 because of my several customer contacts with CenturyLink now that they took over from Quest.
Specifically: The DSL service has gone out about 6 times and CenturyLink trys for about 1 hour to convince me it is a problem I CAUSED! My 'Quest modem is failing', 'the house wiring is bad', 'the phones do not have filters', 'the phone plugin cables are not connected properly or in the wrong order', 'the modem is not directly plugged into the wall', 'please go to the outside connection box and plug a non-electronic phone directly into the connection jack', ... EACH TIME THE PROBLEM HAS BEEN ON THEIR END! I am still sucessfully using the same old Quest modem.
The main problem CenturyLink has is that the repair technician does not have the incident information that their person I am talking to does. One time the technician was standing by the rack when DSL dropped out and he said he needed to change the rack - which fixed the problem for a few months.
Another time the phone line died - no dial tone. CenturyLink said they can call my number and it indicates it does ring - no ring occurred at our end! Again CenturyLink said it was our house wiring. About 2 hours later they fixed it at the central office.
I am getting sick and tired of CenturyLing and these games - Quest was much better than this stuff.

CenturyLink needs to upgrade their internal routing of problem information to the people who fix things - or heaven forbid have them get on the line with live customers. Verizon has the capability for the customer representative to directly initiate diagnostics and line resetting from their screen - which greatly reduces repair costs. Verizon never did 'blame the customer'. Verizon learned this from their predecessor GTE which had the CenturyLink type problems in the 1970's.

I am a retired electrical/electronics engineer, BSEE, MSEE, PE that went into this field primarily because a Mountain Bell technician gave me some old phone parts to play with.

The PUC needs to get tough with CenturyLink. I have told them several times about GTE/Verizon success. Remember their is competetion in phone service and land lines are more reliable than cell connections.

The PUC should look into having Verizon getting the franchise that CenturyLink holds. Idaho will be a fast growing market and will be held back by bad phone/internet service.

If order 32446 in any part, we will very likely drop CenturyLink in total.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 75.174.30.169
