

*Dawn Hauff*  
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IDAHO PUBLIC  
UTILITIES COMMISSION

GNR-T-12-03

June 12, 2012

Idaho Public Utilities Commission  
PO Box 83720  
Boise, Idaho 83720-0074

To Whomever this may concern,

*This is concerning the case (CEN-T-12-01 that was filed 01/10/2012) for CenturyLink, and other carriers that are requesting an exemption from the rule 31. 41. 01. 502 that requires a carrier to fix an outage within 24 hours and to apply discounts to billing for that outage inconvenience.*

*As a small business owner, my husband and I rely on communications with our customers to receive timely information on freight hauling. We use our communications for dispatching our truck, and for emergencies that might happen on the road. It would be a hardship for our business to lose service, and not have it fixed in a timely manner. Our business is located in a remote region, and cell phone service isn't reliable where we live. The mountains interfere with our coverage. Our computer is DSL, but is connected with our phone. We could purchase cable or satellite services for a very high price, but satellite would not be as reliable as our land-line. Also, the cable company in our area doesn't carry phone service. The land-line is our only real option to maintain professionalism in our business.*

*Frontier is our only carrier in this region. Therefore, whatever your decision regarding this case, it will impact us significantly. We pay Frontier very well to have three phone lines, and a personal line. I would expect professionalism and superior service for Frontier, as it is the only land line option in our area. This company could hire private contractors to fix the lines when it is inconvenient for them to send their own people out.*

*Also, if our customers don't receive a service, they don't pay. We would not expect to pay for a phone service that we don't receive. If there is an outage, and we don't have service, our bill should be adjusted accordingly.*

*We disagree that it would be a hardship for these phone service carriers to comply with the 502 regulation. I hope you will disagree with this exemption as well.*

*Thank you.*

*Sincerely,*

A handwritten signature in cursive script that reads "Dawn Hauff". The signature is written in black ink and is positioned to the right of the typed name.

*Dawn Hauff  
Hauff Trucking  
Kingston, Idaho  
208-682-3712*