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IDAHO PUBLIC
UTILITIES COMMISSION

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Attorneys Representing Intervenors Meierotto, et al

BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

IN THE MATTER OF THE APPLICATION) CASE NO. QWE-T-02-25
OF QWEST CORPORATION FOR PRICE)
DEREGULATION OF BASIC LOCAL)
EXCHANGE SERVICES)

DIRECT TESTIMONY OF

Steve Chattin

on behalf of

Intervenors Meierotto, et al

March 18, 2003

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BACKGROUND

Q. Please state your name, address and describe your background.

A. My name is Steve Chattin, 2711 Teton, Boise, Idaho and I am a licensed real estate broker. I do business as Vantage Real Estate. I have a BS from the University of Montana and an MBA from the University of Idaho. I have been a licensed salesman or broker since 1974 and for the last 15 years I have worked from an office in my home. I presently have two salespeople associated with me.

I am a member of the Independent Brokers Association, a group of 20-25 small brokers who regularly meet and exchange information. I am a member of the Ada County Association of Realtors and I use their Multiple Listing Service. I maintain an active real estate business.

II. COMMUNICATIONS SYSTEMS

Q. Please describe your telephone communication system.

A. I have a land line, a land line that operates my DSL and our fax machine, and a cell phone. I also have a land line home phone.

Q. Why do you have land lines?

A. Convenience and reliability are important. My voice line is convenient because I always know where it is and that it will work. It helps keep my cell costs down and allows unlimited voice communication at a low price. Someone else can answer the phone if need be. I am listed at no charge in the phone book.

My second land line is necessary for my fax machine and DSL. The fax machine has a telephone feature on it and the fax is absolutely essential for anyone in real estate. We fax

1 contracts, proposals, and advertisements back and forth. The DSL is likewise absolutely
2 essential because the MLS Book is now on line. It is no longer printed. I also have to
3 download pictures and related materials. Dial-up speed is really too slow to be efficient.

4 **Q. How important is your cell phone as a communication device?**

5 A. It is very important too. I am not one to have it on during meetings or
6 presentations. But it is very useful when I am out showing or viewing property and there is
7 a real need to contact me or I have to contact someone. For example if a prospective buyer
8 hasn't arrived at the appointment time, I can call the buyer to find out if they are going to
9 show. But I like to do my basic work in my office at home, where I have a desk, paper,
10 adding machine fax, internet and other necessary equipment and I don't use the cell much
11 there.

12 **Q. Would you use your cell phone to replace your land line at some time?**

13 A. No, as I say, I do my basic work in the office and my land line is reliable and
14 always there. There isn't any issue of batteries or dealing with misplacing the phone, and
15 there are no minute charges. In addition, I would have expense and possibly lose business
16 if I dropped my land line, because I have had that telephone number for many years and
17 people know the number or have it recorded somewhere. I depend upon friends and repeat
18 business, not advertising, so I don't want people calling a number they know, say 2 years
19 from now, and hear that it has been disconnected.

20 I also would have to pay a charge to have a cell number in the phone book.

21 **Q. You said you use one line for DSL and Fax. Please describe how you became**
22 **involved with DSL.**

23 A. I ordered DSL about 3 years ago. I now have DSL with MSN, and I think this is
24 provided by Qwest.

25

1 Three years ago Qwest employes came to my house and did some work outside in
2 order to connect the DSL. I think there was a charge, and I have always understood that a
3 land line is necessary for the DSL service. You really can't efficiently review the MLS and
4 various real estate promotional materials on the Web without DSL.

5 **III REAL ESTATE OFFICES IN GENERAL**

6 **Q. In connection with your work in real estate, have you visited other broker's**
7 **offices.?**

8 A. Yes I have been to many real estate offices over the years.

9 **Q. Generally speaking, what kind of communication systems do these brokers**
10 **have?**

11 A. All offices have land lines. Larger ones have extension phones at various locations
12 in the office. They have the rollover feature and other typical features of an office telephone
13 system.

14 **Q. Do any of these offices use some kind of office cell phone system?**

15 A. I am not aware of a real estate office that relies on an office cell phone system in
16 this regard. The same is true for title companies and lenders offices that I visit. You don't
17 see cell phones on the desk.

18 **Q. Are facsimile machines used by real estate brokers and agents?**

19 A. A facsimile machine is an absolute necessity for any realtor. Advertising, offers,
20 proposals, acceptances, descriptions of property, correspondence from title companies and
21 other information is transmitted over my machine and those of others in our industry. Real
22 Estate Sales move quickly when parties are in substantial agreement on a transaction, and a
23 facsimile machine is essential for that. I know that in addition to facsimile machines in
24 brokers offices, there are many facsimile machines in agents homes. These machines require
25

1 landlines.

2 **Q. Would you expect that some in the real estate industry would rely solely on**
3 **cell phones?**

4 A. No. I believe that everyone has a land line and both agents and brokers make calls
5 from their land lines some of the time. All agents need access to the internet and a facsimile
6 machine.

7 **Q. Is there a way where we can generally verify that brokers and even agents are**
8 **using land lines?**

9 A. Yes. Treasure Valley area brokers and agents (through their brokers) are members
10 of the Intermountain Multiple Listing Service, which covers our entire area. Appraisers are
11 also members. This organization has a membership list and I have obtained a copy, and I have
12 Exhibit 208) the first three pages of this list. I have redacted the full names of individuals for
13 privacy reasons. Since they are sales people I doubt they will care, but just in case, I have
14 done this. The total list is 24 pages.

15 **Q. Is this list current?**

16 A. Well generally. There is no requirement that it be regularly updated so some of
17 names, addresses and numbers may have changed. Agents in particular change brokers from
18 time to time.

19 **Q. What does the list seem to indicate?**

20 A. Well generally the numbers appear to be land line numbers and of course the fax
21 numbers are land line numbers.

22 **Q. Do you feel the first three pages are representative of the entire list?**

23 A. I don't see any reason why they wouldn't be. I have reviewed the first 3
24 consecutive pages. Someone is welcome upon request to review the rest.

25

1 **Q. Do you believe that cell phones are replacing land line phones in the real**
2 **estate business in this area?**

3 A. No, cell phones are a vital adjunct but not an alternative. Are cell phones very
4 important to us? Yes. But so are land lines. They go together in my business and my
5 business would be difficult to run without one or the other.

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IMLS Roster
As of March 3, 2003

2

1535 **2620 Appraising**
2620 N Cole Rd
Boise, ID 83704

1446
1602
1294
1078

1844

11071
2310

1799

2583
1050
839
10178
3377
2589
11123
10752
11342
624
11199
2559
2855
2812
677
2228
10797
10687
11813
10613
1459
11183
1864

1893 **AAA Realty**
PO Box 15331
Boise, ID 83701-0033

1764

1343 **Ace Realty UT Nampa**
155 Caldwell Blvd

250
2267
815

1876 **Ace Realty Nampa/Ontario**
253 SW 4th Ave
Ontario, OR 97914
E-mail: aceoreg@trmc.com

10679
2267
10678
10674
10680
10676
11234
12034
10681
10677

1892

10702

1784

10052

1503 **Ada County Realty, Inc.**
7180 Chilacot Dr.
Boise, ID 83709

876

375-7721
Fax.....375-2260
376-2778
375-2255
322-2620
375-7721

424-1492
Fax.....362-0865
362-3639
362-5405

367-9003
Fax.....247-6712
388-0334
884-1513
384-9021
342-0220
388-0885
371-5221
250-3776
333-0425
383-0789
338-1241
345-7975
853-8378
385-0184
378-8080
331-2556
342-2491
941-9133
388-1013
344-0992
384-0743
863-4333
658-0291
331-3423

571-1568

571-1568

Fax...1 467-6503
465-5867
454-8564
459-0138
886-7383

541-889-1999
Fax...541-889-0695

541-881-1710
459-0138
541-889-6579
442-8201
541-473-2237
642-7687
642-3909
541-473-4140
541-881-1771
541-889-2477

387-6272

939-6305

322-3029
Fax.....327-3168
939-7086

362-5774
Fax.....362-4834
362-5774

1717 **Ada Cnty Assr. Appraiser**
200 W. Front
Boise, ID 83702

175

1576 **Adams County Real Estate**
P O Box M
Council, ID 83612

12101
11841
1421
11730

1252 **All Seasons Real Estate**
2620 N. Hollybrook
Eagle, ID 82416

1266
913

1507 **All valley Appraisal**
749 N. Ralstin
Caldwell, ID 83406

909

1649 **Allied Properties**
P O Box 67
Caldwell, ID 83406

2442
294

1136 **Alpha Real Estate, LLC**
2737 Carissa Lane
Boise, ID 83704
E-mail: lat@fiberpipe.net
Ray Condit

2500
1579
11262

1871 **AMC Realty Services**
3330 Grace Street
Boise, ID 83705

662

10236 **American Eagle Real Estate, Inc**
117 South 9th Ave. Ste.5
Caldwell, ID 83605

11372
12094
12139
11120
10668
12019

10235 **American Eagle Realty**
Suite 1
2390 American Legion Blvd.
Mountain Home, ID 83647

10259

1770 **American Realty**
3298 N. Five Mile
Boise, ID 83713

11256
11499
11729
1824
395
11341
658
10396
11408
11568
12030
10897
2890
480
481

1493 **Analytix Realty Group**
5713 N. Hill Haven Pl.#100
Star, ID 83669

1029

1498 **Appraisal Offices**
103 N. Curtis
Boise, ID 83704

3009
819

906-2400
Fax.....364-2229
344-7874

253-4888
Fax...1 -253-6894

343-2981
253-4686
253-6475
253-6818

939-4994
Fax.....939-9541
939-
939-2454

895-8829
Fax.....895-8861
895-8824

286-9710

939-4234
286-9710

658-1160
Fax.....658-1160

377-1810
338-9668
658-1160

861-0488
Fax.....388-8401
344-4473

459-4424
Fax.....459-8575
440-6151
853-2551
323-2893
888-1327
454-8985
459-8565

371-8388
Fax.....587-6067

371-8388

376-2222
Fax.....376-7568
658-0256
895-6722
323-8948
377-2731
322-8345
463-4009
853-0944
376-6879
378-7468
322-0132
322-0132
939-9938
344-1158
376-2479
376-2479

286-0777
Fax.....286-7590
788-0791

375-0106
327-0987
884-8740
454-1109

* DENOTES RESPONSIBLE MEMBER

EXHIBIT NO. 208
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Chattin(DI) - INTER
March 19, 2003

IMLS Roster
As of March 3, 2003

10062	Appraisal Resource Company 802 West Bannock Ste.LP102 Boise, ID 83702		333-9757 Fax.....333-9551 750-1671		
10983		DR			
1611	Appraisal Sciences 916 Teton Caldwell, ID 83605		459-2334 Fax.....459-6614		
1674	Mack	DR			
1581	Appraisal Services, Inc 9370 Blue Heron Drive Middleton, ID 83644		585-2122 Fax.....389-9599 585-6256		
1825		DR			
10129	Appraisal Source 2105 N. 14th St Boise, ID 83702		424-0780		
11362		DR	424-0780		
1494	Appraisal West Suite #516 4696 Overland Boise, ID 83705		336-8661 Fax.....336-8687		
791		DR	362-5276		
1479	Appraisals Or value 460 Schmeizer Lane Boise, ID 83706		345-2041 Fax.....345-5143 562-1997 336-8002 336-9711		
10006		AP			
644		DR			
631		AP			
1803	Arbor Haven Real Estate 1323 Echo Creek Place Eagle, ID 83616		870-5584 Fax.....938-2777 343-2576 378-8342		
11920		R			
344		DR			
10084	Asay Real Estate 4651 S. Asay Lane Meridian, ID 83642 E-mail: asav@moveboise.com		884-4006 Fax.....884-1967		
11162		R	884-1966		
991		DR	884-1966		
11923		R	888-5768		
1438	Assist 2 Sell Buyers & Sellers 680 S. Progress Ave. Meridian, ID 83642		887-7800 Fax.....887-7678 562-1988 884-4693 362-5385 466-5499 368-0000 322-3454 468-9832 890-4188 890-2027 898-0335		
11893					
11006					
10008					
2189					
11617					
693					
12067					
11755					
11756					
11468					
10070	Assoc Brokers S.V. - Boise P.O. Box 186 Sun Valley, ID 83553 E-mail: chetvossen@earthlink.net		890-5012 Fax.....367-9017		
9149		DR	726-5300		
1238	ATS Realty 827 Park Blvd, Ste. 100 Boise, ID 83712 E-mail: wuhlan@aol.com		364-0180 Fax.....364-0150 338-9595 888-7178 288-2585 658-0840 377-4121		
2822					
293					
854					
2818					
816					
1463	Avante Realty 723 N. Main Meridian, ID 83642		855-0545 Fax.....855-0540 888-4280 362-8805 898-9041 322-9290 378-8945 323-7771 887-9846 362-3228		
421					
10602					
841					
1385					
954					
999					
2144					
10503					
1831	Award Real Estate 7213 Potomac Boise, ID 83704 E-mail: accounting@awardrealestate.com			322-0050 Fax.....323-5318 288-1515 867-7150 327-0887 376-2263 344-3865	
12121					
2515					
11350					
11970					
11337					
B					
1571	B R Brokerage 1693 S Canonero Way Boise, ID 83709			322-8638 Fax.....376-7910 377-5822 333-0095 888-4364 377-2117	
2531					
2023					
12012					
2574					
1395	Bainbridge Appraisal 151 SW 1st St Ontario, OR 97914			466-4600	
2636		E DR		642-1144	
1801	Bake Young Realty 5105 South 10th Avenue Caldwell, ID 83607			880-1058 Fax.....453-1159 466-7728	
1334		DR			
1155	Baldwin Realty #1 Spur Drive Horseshoe Bend, ID 83629			793-3149 Fax.....793-3162 853-8407	
897		DR			
1563	Bar-B Realty 4381 Cochees Way Boise, ID 83709			362-3803 Fax.....322-2756 362-3803	
1195		DR			
1510	Barkley Appraisal PBM259 305 E. Park St. McCall, ID 83638			253-6880	
925		DR		253-6880	
1434	Barton H. Barry R.E. 2505 Esquire Drive Boise, ID 83704			375-3708	
40		DR		375-3708	
1668	Patty Bell & Company REALTORS* 93 N. Midland Blvd Nampa, ID 83651			466-8806 Fax.....466-8825 880-1440 466-0977 466-0772 463-0119 465-7892 467-5045	
1493					
1492					
1393					
1639					
10189					
203					
10151	Bennett Appraisal & Consulting 781 S. Pelican Way Meridian, ID 83642			288-2859 Fax.....288-4407 288-2859	
180		R			
1655	Bevins Real Estate 2867 West Joust Meridian, ID 83642			887-7851 Fax.....887-7851 573-2337	
204		BA			
1583	Bill Thompson & Co. REALTORS* 2980 North High Desert Way Meridian, ID 83642			898-5959 Fax.....898-0346 898-5959	
12009		DR			
1850	Bilyeu Properties 3525 E Rosegreen Ave Nampa, ID 83686			461-3211 Fax.....461-7336 336-4166 853-9101	
688					
10867					
10232	Blossom Heights Realty 423 Blaine Street Ste.D Caldwell, ID 83605			453-8801 Fax.....453-8802 454-3985 465-0397	
1625					
11806					

