

Jean Jewell

From: Ed Howell
Sent: Friday, February 07, 2003 10:21 PM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Friday, February 07, 2003
10:20:30 PM

Case: QWE-T-03-4
Name: Susan Phillips
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mailing_list_yes_no: yes

Comment_description: I live in a section of old one acre parcels surrounded by regular subdivisions. Our phone lines are old and in need of being replaced. One Christmas our phone was out for four days because there were no new "pairs" available on the line. Others in our subdivision have lost service. Each time Qwest has responded with a "bandaid" fix. I for one would be very interested in their receiving matching funds to upgrade infrastructure (my infrastructure!). I am concerned that our particular area might not be perceived as the most lucrative option for upgrade, as we have one house per acre instead of six or eight. Many in our area are interested in upgraded services, such as DSL, not to mention improvement of voice quality on our phone lines. I don't know how Qwest gets motivated to upgrade infrastructure, especially in our less dense area, but I would be interested in anything you can do to encourage that to happen. Thank you. Susan Phillips

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