

Jean Jewell

From: Ed Howell
Sent: Tuesday, June 10, 2003 8:06 PM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Tuesday, June 10, 2003
7:05:50 PM

Case:

Name: Quintin Phillips
Street_Address: 11720 Goldenrod
City: Boise
State: Idaho
ZIP: 83713
Home_Telephone: 208-323-0503
E-Mail: QSPCO@Cableone.net
Company: QWEST
mailing_list_yes_no: yes
Comment_description: Re: QWEST request for deregulation

The PUC should retain full regulatory authority over QWEST. QWEST should NOT be deregulated.

Focusing on shareholder value, stock prices, and general economic factors has lead many American companies to largely compromise their interest in providing goods and services. QWEST had displayed this tendency. After the break up into the "baby bells", the company, which is now largely QWEST, became involved in a number of financial actions, which were not targeted at providing the essential goods, and services - public communication -, which was the core of their business. As a result millions of dollars, which should have been invested in improving the business, was lost or diluted in other financial activities.

As a result there has been a decline in the timeliness and quality of the service QWEST provides.

Excellent communications is essential for a safe and productive society. Deregulation of the company supplying those communications will result in overall poorer service and less efficiency - deregulation will exacerbate QWEST's current record.

The deregulation of essential infrastructure providing companies is unwise as it leads to measurements based upon efficiencies and not upon service to the whole society. While the needs to the majority may be better met the essential needs of the minority may be largely ignored.

Given the record of not only QWEST but also other companies, which have moved from regulation to deregulation, I strongly oppose the deregulation of QWEST.

Regards,
Quintin Phillips

Transaction ID: 6101905.50
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>
User Address: 24.116.145.226
User Hostname: 24.116.145.226

Jean Jewell

From: Ed Howell
Sent: Wednesday, June 11, 2003 7:03 PM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Wednesday, June 11, 2003
6:02:43 PM

Case: QWE-T-02-25
Name: David Turnmire
Street Address: 118 N 11th Ave
City: Pocatello
State: ID
ZIP: 83201
Home Telephone: 208 233-1427
E-Mail: turndave@isu.edu
Company: Qwest

mailing_list_yes_no: yes

Comment_description: Qwest states that there is "functionally equivalent, competitively priced" competition. That may very well be true if you narrowly define their service as providing voice communications. I would argue that as part of their service to the average Idaho citizen, they offer three other valuable (and exclusive) services... directory listings, support for multiple phones in the home (on same line), and compatibility with devices such as modems and fax machines.

I believe directory listings (both traditional phone book and derived internet listings) remain one of the most common means of Idahoans contacting other people. This is in spite of the growing number of users with either unlisted Qwest numbers or exclusive use of wireless phones. I am unaware of any "functionally equivalent" services offered for wireless customers. It is admittedly a two-headed issue... and many Idahoans rely on their listed home number as the traditional means of contact, and a wireless cell phone as a means of "filtering" calls to those only important enough to merit reaching them anytime/anyplace. So it is perhaps a good thing that the wireless services don't offer such a service. None the less, for Idaho customers desiring a widely accessible and recognized directory listing service, Qwest is the only option in the communities Qwest serves.

And what Idahoan family hasn't called Grandma with Mom and Dad on a bedroom phone while the kids huddle around a couple other phones? Where is the functional equivalent with wireless services?

Likewise, Qwest is the only option for those needing to use a modem (whether with computer or other home devices). That will likely change in the future. But I'm not aware of any providing that service now, and certainly not the provider I'm with (the only one in southern Idaho to provide practical service in low population density areas of Idaho). Yet many Idahoans use modems for a variety of purposes. The most common being low cost access to email (in many cases free) and cheap/infrequent access to the internet (\$5 to \$10 per month). And even if you can find (now or in near future) a wireless provider that supports modems... at what cost?

In summary, Qwest offers services that are important to many Idahoans (certainly not all) that are either unavailable from wireless providers or much more costly. There is no question that Qwest is facing competition for certain subsets of their services (voice only service and long distance service) and the PUC should make reasonable efforts to allow Qwest to effectively compete. The PUC should not, however, forget the unique services provided by Qwest. Idahoans on a tight budget have already seen significant increases in the cost of "basic" service. They shouldn't be faced with further significant increases in costs just so they can continue being listed in a directory,

having multiple phones in the house, and having a few minutes a week of internet access.

Transaction ID: 6111802.43

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