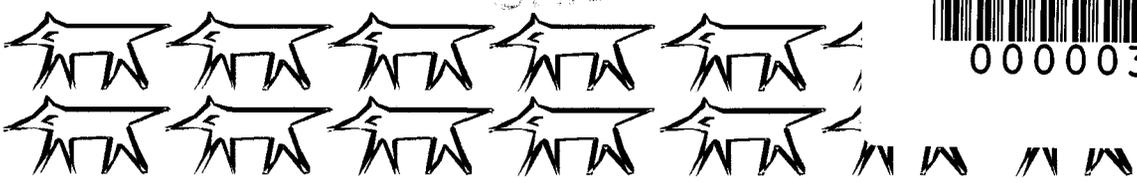


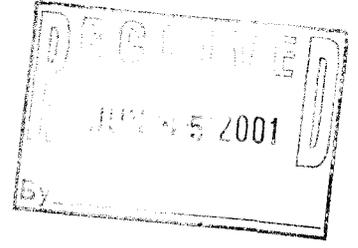
ORIGINAL



Jennie Carlson  
14674 W. Capricorn Dr. • Silverbell Estates • Eloy, AZ. 85231 • Telephone 520-709-0140

June 1, 2001

Arizona Corporation Commission  
**DOCKETED**  
JUN 07 2001



Arizona Corporation Commission  
1200 W. Washington  
Phoenix, AZ. 85007

DOCKETED BY *Now*

Dear Sir:

I am writing concerning phone lines to the Silverbell Estates,  
(docket # T-02532A-00-0512).

We desperately need affordable, dependable phones in this area ! The cell phones are our only phones and are NOT dependable at all. And they are very expensive.

My husband is dealing with some serious health problems, as are several others that live out here, and you can not imagine the frustration of trying to talk to doctors, get appointments, test reports, and call backs from doctors etc., on a cell phone that is noisy and 'cuts out' and/or cuts off the calls. And when doctors etc. do try to call back they can't get through, really adds to the frustration !

The cell phone companies are changing over to 'digital' systems, and most of us in this area still have the 'analog' phones as they have more power, as the 'digital' phones do not work in this area. We have our phones plugged into electrical power units so when the electricity is off, we have no phones. Also it would really be alot more convenient to be able to have 'cordless/portable' phones in our homes, and alot easier to get to and answer it before it stops ringing.

It would be nice to be able to use the Inter-net, E-Mail etc, especially for several families of "home schooled" children that live in Silverbell Estates.

So PLEASE release some AZ. USF funding to Midvale Telephone Exchange, so they will be able to put phone lines to the Silverbell Estates area. We have been paying into this fund, as have many, many others, so I feel that we should be entitled to get some benefit from it.

Sincerely,

*Jennie Carlson*  
Jennie Carlson

RECEIVED  
2001 JUN -7 P 4: 11  
AZ CORP COMMISSION  
DOCUMENT CONTROL

## WE NEED AFFORDABLE DEPENDABLE PHONES BECAUSE:

1. Emergency--911-- We never know what city will answer.
2. When the electricity goes off, so do alot of our phones, that are on power units.
3. Some of us would like to get on the inter-net, E-mail, etc. There are several families that 'home school' their children that live out here.
4. Alot of people work in town, from out here, and if it rains very much they may need to notify their employers or if they can't get home, may want to call home. There are times that the roads are impassable.
5. Cellular phones are expensive !! and are NOT reliable !!
6. It would be nice to be able to have more than one phone in the house and/or portable phones for other rooms. Cell phones sometimes only ring about four times, not giving a person enough time to get to them.
7. If an airplane or helicopter flies over while we are talking on a cellular phone, most of the time we get cut off.
8. We can not hook up to security systems.
9. We are paying in to the "federal Univ. SVC Fund" and Arizona USF and are not getting any benefit from it. And we are only one of MILLIONS of phones, that pay into these fund.
11. Several times the phones have been off all night-- and until at least noon or later the next day, sometimes longer, so can not depend on the cell phones for an emerency at all.
12. The cell phone companies are changing over to 'digital' systems instead of 'analog', and most of the time the digital phones do not work in this area. So us with the analog phones are getting more noise, cut offs and no service on our phones.

Jennie Carlson  
14674 W. Capricorn Dr.  
Silverbell Estates  
Eloy, AZ. 85231

CARL J. KUNASEK  
CHAIRMAN  
JIM IRVIN  
COMMISSIONER  
WILLIAM A. MUNDELL  
COMMISSIONER



BRIAN C. McNEIL  
EXECUTIVE SECRETARY

ARIZONA CORPORATION COMMISSION

June 7, 2001

Ms. Jennie Carlson  
14674 West Capricorn  
Silverbell Estates  
Eloy, Arizona 85321

Dear Ms. Carlson:

The Arizona Corporation Commission ("Commission") is in receipt of your letter regarding Midvale Telephone Exchange.

A hearing regarding this matter was held on May 21, 2001, and concerns were addressed regarding Silverbell Estates. Your letter will be placed in Docket No. T-02532A-00-0512 so the Commissioners have the opportunity to review your comments before a decision is rendered.

Thank you for taking the time to share your concerns with the Commission.

Sincerely,

A handwritten signature in cursive script that reads "Janie S. Woller".

Janie S. Woller  
Consumer Service Specialist  
Utilities Division

JSW:nms