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ARIZONA CORPORATION
COMMISSION

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APR 29 2003

Director of Utilities

April 28, 2003
AZ CORP COMMISSION
DOCUMENT CONTROL

Arizona Corporation Commission
Utilities Division
1200 W. Washington
Phoenix, AZ 85007-2996

FOR PUBLIC RECORD

Arizona Corporation Commission
DOCKETED

APR 30 2003

Docket # T-02532A-03-0039

RE: Granite Mountain Telephone Exchange

DOCKETED BY

Gentlemen:

What in the world has happened here?! The more one contemplates the telephone situation for this small Rio Verde/Granite Mountain area outlined on the enclosed map, the more difficult it is to try to understand let alone explain.

No one is sure exactly how Qwest was allowed to provide telephone service to virtually this entire area, and yet allowed to skip over for what amounts to the middle eight streets of 136th Street to 144th Street. Qwest service extends north, south, east, and west of this small omitted Granite Mt. area.

Trying to make this situation better, the Corporation Commission has taken action to correct this situation by making telephone service available via The Midvale Telephone. Has this helped correct the situation? Perhaps. Cell phone reception in this area is bad and unreliable at best. So landline service is certainly an improvement for the Arizona citizens-- men, women, mothers and fathers who live in this area and ask nothing more than any other resident of the metro Phoenix/Scottsdale area.

Inexplicably, and to everyone's complete astonishment and dismay, this area was assigned a 928 Area Code. This area is contiguous to the 480 Area Code on ALL sides! This is not a distant location! It is in the very midst of suburban Scottsdale with 480 Area Codes completely surrounding it! The ramifications of this error are mind-boggling! Please consider:

- 1) The residents living on 143rd Street would have to pay long distance intrastate rates of .12 per minute to call their neighbor on 144th Street. The residents on 144th Street, however, can call as far away as Goodyear and speak for hours and pay nothing additional! This is all part of their local calling area because they live on 144th St. instead of 143rd or 142nd St.
- 2) Midvale Telephone is requesting rates of \$24 per month for telephone access (a premium rate, but not unreasonable) and .12 per minute for all service outside our eight-street neighborhood. Assuming residents might use up to say 2 hours per day of talk time to friends, family, schools, doctors, business, etc. (not unreasonable for a family with children) yearly phone rates for this service alone (which should be and is local for everyone else) would be \$5,472. And that includes NO long distance or Internet fees! Compare this to Qwest's fees for unlimited local service -- \$261. Can

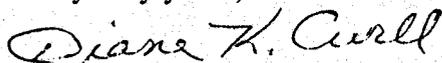
anyone on the Corporation Commission Board say he believes this is reasonable---or fair? These are usurious fees, and well beyond what is reasonable.

The suggestion has been made that perhaps the quickest resolution to this incredible situation is to make the 928 Area Code in this Granite Mountain area Extended Area Service and part of the Phoenix/Metro area. While this would certainly go a long way toward remedying the financial burden facing these residents, it still has the stigma of being "not local". For small business owners operating in this area, having a 928 Area Code would automatically eliminate them from almost all consideration because 928 is not recognized by ANYONE as being a local exchange.

Regrettably, very seldom does passing new legislation to make up for problems with old regulations ever turn out to be a satisfactory solution. Area Code 928 is contiguous to California, Nevada, and New Mexico! This small suburban Scottsdale Granite Mountain area is an island of land completely surrounded by the 480 Area Code. We don't want to be, nor should we be in the 928 Exchange.

Please take the time to correct this embarrassing series of errors, omissions, and mistakes that has orphaned us to the Midvale Telephone Exchange with a 928 Area Code. We ask that the Commission submit a request to have the Area Code for this area changed to 480 as it should have been designated originally.

Very truly yours,



Diane K. Curll

Property Address: 34525 N. 136th Street, Scottsdale, AZ 85262

cc: Gov. Janet Napolitano

Does Common Sense Exist in Arizona?

On the Corporate Commission

- 1) The Pink area on the map below represents the Phoenix Metro area. It has several telephone area codes and many exchanges. For billing purposes, the entire area is **LOCAL**.
- 2) The Blue area is currently frozen out of the pink. All calls originating in the Blue to anywhere else are **LONG DISTANCE**.
- 3) A call from Carefree to Rio Verde, directly over the Blue zone, is local, whereas; a call from the Blue zone to either town is long distance.
- 4) A call from Tonto Hills to Goodyear is local while a call from 136th Street to 114th Street is long distance.
- 5) This is a question of safety, economy, and fairness.

Let **Common Sense** prevail. Put us in the Pink!

