



# ORIGINAL MIDVALE TELEPHONE EX

P.O. BOX 7  
(208) 355-2211

2205 KEITHLEY CREEK ROAD  
1-800-462-4523



Arizona Corporation Commission  
**DOCKETED**

OCT 01 2003

September 23, 2003

DOCKETED BY 

Michelle Johnson  
PO Box 26322  
Scottsdale, AZ 85255

**T-02532A-03-0039**

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AZ CORP COMMISSION  
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Ms. Johnson:

I am writing in response to your September 17<sup>th</sup> letter concerning phone service in the Granite Mountain area.

First, I want to address your concern about noise on your lines and dropped calls which effect voice as well as data traffic in the exchange. We have received a trouble ticket from you describing these sorts of problems dated June of 2003. That ticket was cleared and we were not aware that you were having any further problems until we received this letter. I have notified our operations manager and have arranged to have your line tested further.

Further, I checked every trouble ticket issued to every customer in the Granite Mountain exchange since we turned on service earlier this year. In my review of those trouble tickets I found several problems associated with the initial turn-up of service such as other switches not having the exchange loaded in their data-bases, and the problem that we had with 800 numbers. From July to present, we have had no reports of the sort of problem you describe with one exception – on September 22, one customer reported problems with dropped. There are reports of problems with voice mail, some problems with services like hunting or caller identification – most of which were resolved with customer education (e.g., hunting cannot work if a customer also elects to have call waiting). There were also a couple of problems with long distance service reported recently, and those appeared to be problems with the carrier rather than the local side, and finally my review of trouble tickets showed that there were several problems caused after one bad storm went through. To my knowledge all these problems were resolved satisfactorily.

With this summary I mean to clarify that if there are problems, they have not been reported to us. I do not contest that there might be problems experienced by one or several customers. Reporting problems amongst neighbors or even to the technician is not the same as reporting the problem to the customer service representative. So, please, if you continue to have problems, please call 800-462-4523 and report the problem.

Your letter also speaks to the recent decision of the Arizona Corporation Commission's decision to allow us to implement extended area calling service in Granite Mountain and to effect an area code change from 928 to 480. The order calls for these changes to happen *no later* than June of 2004, and Midvale is committed to implementing them *as soon as possible* and we have already taken the first step of applying to the North American Numbering Plan Administrator for a new prefix with the 480 area code. Your letter indicates that you believe that we have the funds necessary to implement these changes immediately but that we are simply choosing not to for some reason. I can only assure you that this is not the case, and I invite you to visit Midvale at any time so that you can see how big this company is for yourself. I am reminded at this point of a comment made at the hearing when this decision was approved, a comment that suggested that Midvale's rates were higher than Qwest's because maybe the owner of Midvale Telephone drove a Lexus. That could not be further from the truth – there are two owners of this company: one drives a 1989 Omni and the other drives a 1998 Dodge.

So it is not that we have decided to wait until June; rather, our best estimate is that it will take until June for everything to happen so that we can change. Part of the task is financial, and please know that we are working to get EAS and the 480 area code changed *as soon as is possible*, and it is a complicated change to put into effect. Here is a *partial* list of the necessary steps:

1. Obtain a decision from the Arizona Corporation Commission (completed August 2003)
2. Apply to N.A.N.P.A. for a new number in the 480 area code (completed September, 2003; expect a response in 120 days)
3. Engineering (in process)
  - a. Additions to the switch
  - b. Additions to transport facility
  - c. Re-negotiate interconnection with Qwest
    - i. File with A.C.C.
    - ii. File changes with F.C.C.
  - d. Develop plans for permissive dialing
4. Implement additions to switch
  - a. Purchase
  - b. Install
  - c. Test
5. Implement additions to transport
  - a. Install
  - b. Interconnect with Qwest
  - c. Test
6. Notices to customers (as required by ACC)
  - a. 60 day prior to cut-over notice
  - b. 30 day prior to cut-over notice
  - c. Cut-over notice
  - d. 30 day after cut-over notice
7. Billing software changes

8. Develop software to track traffic to report to A.C.C. to true-up any financial discrepancies.
9. Actual cut-over (no later than June 2004)
10. Post cut-over
  - a. Database problem resolution
  - b. Monitoring of traffic to ensure quality
  - c. Reporting to A.C.C.

I hope that this list gives you some feel for the complexity of the change we are making. One thing you might keep in mind is that this change does not just affect the customers of Granite Mountain – it will require changes throughout the entire telephone network.

Overall, I want to assure you that Midvale is doing its best to make these changes, and has advocated for the Granite Mountain customers every step of the way. If I can provide any further clarification or assistance, please let me know.

Sincerely,



Karen J. Williams  
Assistant Manager

cc: Arizona Corporation Commission  
Marc Spitzer  
James Irvin  
William Mundell  
Mike Gleason  
Jeff Hatch-Miller  
Arizona State Senator, Carolyn S. Allen  
Arizona House of Representatives, Michele Reagan  
Arizona House of Representatives, Colette Rosati  
Wanda Womack