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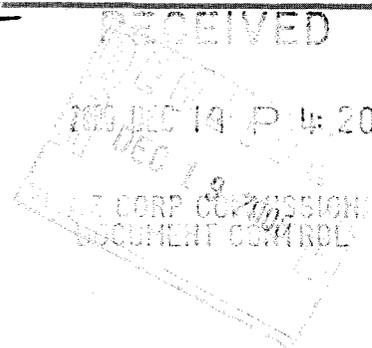
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December 14, 2000

Executive Secretary  
Arizona Corporation Commission  
1200 West Washington  
Phoenix, AZ 85007

Arizona Corporation Commission  
**DOCKETED**

DEC 14 2000



Re: Docket #T-00000F-99-0641

I am writing on behalf of our multiple businesses regarding the additional area code. I recall when our code was changed from 602 to 520 just a few years ago. At that time we were assured that this change would provide all the numbers necessary "far" into the future. Yet, here we are again faced with the same prospect in a matter of just a few years time.

Even though we are basically what is considered a "small" business, we operate four companies. We have two air tour/charter companies, a flight school and an airplane repair facility.

By the time we had changed all our letterhead, envelopes, computer checks, invoices, web sites and e-mail addresses it was already a huge financial burden. However, even more onerous was the thousands and thousands of dollars it cost to replace our brochures and mail-outs.

As you may be aware, small air tour companies do not generate a high percentage of profit. One of the ways we conserve on costs is to order supplies in larger quantities, thereby getting far more product at a much reduced price per item. We are able to do this because we know our location, phone numbers, etc. will not change. Therefore this frequent changing of area codes has a far deeper impact on smaller companies, like ours, using similar ways of saving money.

Surely the Arizona Corporation Commission is aware that Yuma, Bullhead City, Lake Havasu and the Prescott area along with others are all rapidly growing areas. Let's face it folks! It doesn't take a rocket scientist to figure out that this NEW area code will very quickly become the "outdated, insufficient" area code and we will again be faced with the same negative economic impact.

In our business it actually goes far beyond just the obvious economic burden. We send out discount postcards that can be redeemed at any time in the future by calling in a reservation. We also give our certificates to the people that have flown with us, with the same discount option. A large portion of our business comes from foreign countries.

**MISSION SUPPORT**  
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Should this "advertising" work, and it does, (often after many years time), they will receive a message that our phone number is no longer valid and assume we are no longer in business. Exactly what economic impact this will have on us I cannot unequivocally state, but that there will be harm is definite.

Were this to be a *permanent* solution it would be somewhat more palatable. With the rate of growth in Arizona, this will simply be a temporary patch just as the last area code changes were.

It appears the most logical solution, with the least impact on the telephone customers, would be to assign overlay numbers with some view to future growth, with each community having their own separate *additional* area code, i.e. a different overlay area code for Prescott, Yuma, Flagstaff, Tucson, etc., and allow the current 520 customers to remain unchanged.

I have failed to find reasons as to why the Tucson area will stay as the 520 area code, rather than the northern part of the state. However, whichever area gets a new code(s), it definitely should be structured so that it is not only ONE code, which in two years?? three years?? will need to be updated again!

I personally have worked in government at the management level. I tried to always remember that whatever decisions I made, no matter how simple they appeared sitting behind a desk, was going to have a definite impact of other persons, either positively or negatively. I would certainly hope that the Arizona Corporation Commission would use the same standard in their decision.

Sincerely,

A handwritten signature in cursive script that reads "Norma Liska".

Norma Liska  
Manager