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UTILITY COMPLAINT FORM

Investigator: John La Porta **Phone:** (602) 542-0819 **Fax:** (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2002 - 22688 **Date:** 12/19/2002

Complaint Description: 10F Construction - Held Orders

Complaint By: **First:** Valerie **Last:** Willsey

Account Name: xxxxx **Home:** (000) 000-0000

Street: xxxxx **Work:** (000) 000-0000

City: xxxxx **CBR:** 480-206-8029

State: AZ **Zip:** xxxxx **is:** Cellular

Utility Company: Midvale Telephone Exchange

Division: Telephone

Contact Name: Dennis Farrington **Contact Phone:** (520) 212-5200

Nature of Complaint:

Customer contends that she is open territory. She can get telephone service from Midvale, but they insist she will have a phone number with a 928 area code. She says right across the street the area code is 480 and she does not want to have pay long distance charges. Is there anyway she can obtain telephone service and with a 480 area code?

Utilities' Response:

n/a

Investigator's Comments and Disposition:

CSS talked to both Marta Kellenberg and Richard Boyles with the ACC. According to these two, the Commission will hopefully decide sometime in the 1st Quarter of 2003, what Midvale should do. At this time, the Commission believes that Midvale should give these customers a phone number with a 928 prefix, and extend their local service boundaries, just like residents around the Mt. Pleasant area. This issue deals with Docket No. [REDACTED]

12/20/02-CSS talked to customer and advised her of his findings. CLOSED.

Date Completed: 12/20/2002

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