

Fax

To: Merilee Livingston**From:** Brad Hasna**Fax:** 801-530-6512**Pages:** 2**Phone:****Date:** 3/11/2009**Re:****CC:**

Urgent For Review Please Comment Please Reply Please Recycle

• Comments:

Merilee,

Please note my complaint about the new 385 overlay.

Please get back to me via e-mail to notify me about what will be done to take care of this mess.

You can e-mail me at

Thanks,

Brad Hasna

March 11, 2009

UTAH PUBLIC
SERVICE COMMISSION

Dear Merilee Livingston,

2009 MAR 11 A 11:32

I would like to submit a complaint about the new 385 Area Code Overlay. The more sensible method of adding a new area code to Utah would have been geographical boundaries. I have listed the many reasons why the new 385 overlay is a ridiculous program:

1. **Confusing!!!!** 10 years from now the area codes will be intermixed. It will be extremely annoying trying to figure out what area codes all your neighbors use. Think of a small company that currently has two phone numbers, but needs to expand. They need to add 2 lines. Now they will have 2 lines with 801 and 2 lines with 385. Please tell me how that is not a detriment to these businesses.
2. **Inconvenience.** Business and individuals will have the extra work of looking up area codes for individuals who previously they would normally just dial 7 digits.
3. **Toddlers.** It is trouble enough getting young children to memorize 7 digits. Now they have to memorize 10 digits. Think of the safety of young children.
4. **Cost!!!** I don't know who did the evaluation of cost, but anyone with common sense knows that it is going to be way more costly in the long run to do this intermixed 385 area code. You are causing 100% of the businesses in the state extra work forever; whereas, the 435 area code caused about 15% of businesses extra work for only the initial 3 months.
5. **435 area code was a success.** Although it took some early adjustments from business and cities affected. Ultimately, the transition was smooth and has no long term issues or complications.
6. **California's Area Code System.** Take a vacation. Check out how many area codes they have and how seamlessly it works.
7. **Think of the Future!!!** Eventually the population will grow necessitating another 1 or 2 area codes for Utah. Just think how ridiculous it would be if you lived in a neighborhood with 3 or 4 different area codes between neighbors. This will happen under this system. It is naive to think otherwise.

This overlay needs to be immediately rescinded and the proper changes made to a geographical split. If the overlay is not rescinded, it should be put to a public vote as it affects everyone in the state of Utah. I have not heard of one person out of hundreds I have talked that support this new overlay program.

Sincerely,

Brad Hasna

From: <SERVER@dpu.utah.gov>
To: <utilcomp@utah.gov>
Date: 3/11/2009 9:50 AM
Subject: Online Complaint Submission

UTILITY CUSTOMER:

FROM: Brad Hasna
PHONE:
EMAIL:

SERVICE ADDRESS:

UTILITY: 385 Area Code Overlay
ACCOUNT NUMBER: 385 Overlay

COMPLAINT TYPE: Other

COMPLAINT: I know you have heard this before, but the new 385 overlay is the most ridiculous program. What a Joke???

This needs to be put to a public vote as it effects everyone in the state of Utah. I have not heard of one person out of hundreds I have talked that support this new overlay program.

SUGGESTED RESOLUTION: The overlay program should be immediately rescinded and proper changes made to a geographical split.

UTAH PUBLIC
SERVICE COMMISSION
2009 MAR 11 P 11:37
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