

12 March 2009

To: Public Service Commission
P.O. Box 85585
Salt Lake City, Utah 84110

From: Ray Pippin

UTAH PUBLIC
SERVICE COMMISSION

2009 MAR 19 AM 11:17

1628001

Re: Area code overlay

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Commissioners:

I have given this a significant amount of thought lately and also talked with a number of other people and without exception all expressed emphatic agreement in that this was a bad decision and appears to be a seemingly shortsighted decision made by the commission regarding the overlay of area codes. It appears that instead of the overlay concept, a geographic redistribution should have been made, as it was, when the (801) area code was divided several years ago to make the (315) area code.

People would also have a good idea in which geographic area it originates. Finding services is much easier. In addition the overlays system also leads to a great deal of confusion

As always there are unintended consequences when decisions are made without being completely and thoroughly thought out with especially the impact on the general public. Moreover as people get older they tend to not adjust well to changes. The following is a portion of an email sent to me by a local schoolteacher and is an example of the challenge it is to our older and not too tech savvy generation.

She expressed it this way "I can see the problem...one of my neighbors has simply stopped calling people, even her children, because she is so confused about the dialing issue. It's very hard for people of my parents' generation to deal with change like this. I think that it is the huge number of cell phones with independent numbers that is escalating this problem. My sister has given up her home phone and given each of her children and husband cell phones...each with a unique number. I think there are several ways to handle the impact...and they chose the worst way possible."

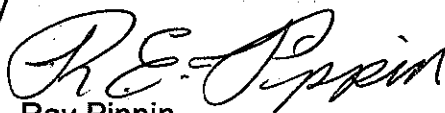
I understand the business community complained that a geographic would create a financial hardship due to printing costs. Not a good rational for all of these are business-operating casts and have to occur regularly anyway.

This could be tragic if an emergence arose at that home! Indeed I would not only feel responsible but devastated if that even could have been avoided by better planning.

It's unfortunate that it has already been set in stone for to get a governmental organization to reverse a decision or policy, one has about as much of a chance as emptying the Pacific Ocean with a tea cup. Those policies become like their child even when it's wrong and causes harm to others.

I'm not sure that this letter will have any influence on reworking the over lay but I feel you should be aware how it is affecting the residents in Northern Utah.

Sincerely


Ray Pippin