

From: Valarie Stewart
To: Livingston, Merilee
Date: 2/2/2009 3:43 PM
Subject: Area Code Overlay Comment

Merilee,

This came in over our online complaint system.

UTILITY CUSTOMER:
FROM: paul parker

SERVICE ADDRESS:

UTILITY: qwest
ACCOUNT NUMBER:

COMPLAINT TYPE: Customer Service
COMPLAINT: Concern about the new area code for the wasatch front. Why take the whole area and have 2 codes? Why have to dial a 10-digit code? Fix it right the first time.

SUGGESTED RESOLUTION: My suggestion is to do it now, and have 3 area codes. One for the north, one for the central, and one for the south. We are only going to grow, why not make one change. I do not want to dial a 10-digit code every time I pick up the phone. This can be fixed before it goes into effect in march 2009.

Thanks,

Paul

Valarie Stewart
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SERVICE COMMISSION
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RECEIVED

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