

From: "Bruce Armstrong"
To: <mlivingston@utah.gov>, <jsharvey@utah.gov>
Date: 6/9/2008 1:14 AM
Subject: 10 digit dialing

Dear Sirs,

I am writing to offer my strong opposition to the proposal for requiring 10 digit dialing.

As a small business owner, this proposal will cost me money. We use the phone a lot in my business. To keep costs down, we minimize long distance calls whenever possible. With the new 10 digit dialing, I will never know just from the phone number whether I am dialing long distance or not. For every phone number I call, I will have to look up the address, and determine manually whether I am dialing long distance or not.

Further, I have phone numbers both in Utah County and Salt Lake County. This is specifically so that customers can call me without calling long distance. By adding the new area code, it means that when I add new lines (which I will), I will likely have two different area codes at the same address. This will certainly add confusion to my customers, who will have to think twice to figure out which number to dial from each area without incurring long distance charges.

As an individual who uses the phone a lot, I try to remember numbers that I dial often. Now, I have to memorize 10 digits instead of 7.

This is such a bad idea, I am incredulous that it is still under consideration.

I don't get it. Does someone really think that saving a few businesses some money on printing new business cards is more important than inconveniencing every single phone user (including businesses) in the area code?

The only advantage I see in the new system is increasing revenue for the phone company. Because people will never know for sure whether they are dialing long distance, it will certainly increase phone company revenue.

It really looks like the PSC is letting the phone company bamboozle them. I hope you can do something to stop this idiocy.

Kind Regards,

Bruce Armstrong