

From: <SERVER@dpu.utah.gov>
To: <utilcomp@utah.gov>
Date: 4/11/2008 9:08 AM
Subject: Online Complaint Submission

UTILITY CUSTOMER:
FROM: Palmer-Christiansen Co.
CONTACT:
PHONE:
EMAIL:
IP:

SERVICE ADDRESS:

MAILING ADDRESS:
same

UTILITY: Quest
ACCOUNT NUMBER:

COMPLAINT TYPE: Customer Service

COMPLAINT: Notive was received stating that in the future ten digits must be used to place a phone call due to new area code. We strongly object as this is a waste of time and money. In addition, we consider this a safety issue regarding the use of cell phones by our employees. I think the ten digit dialing is just plain stupid.

SUGGESTED RESOLUTION: Split the area served by 801 into two geographic areas. This is how other providers around the country do it. I don't care what area code we are assigned, just do not require the dialing of ten digits to make a phone call.