

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH

* * *

In the Matter of the Petition
of American Broadband &
Telecommunications Company
for Designation as an Eligible Docket No. 15-2579-01
Telecommunications Carrier for
the Purpose of Offering Lifeline
Service on a Wireless Basis

~~~~~  
HEARING PROCEEDINGS  
PRESIDING OFFICER MELANIE REIF  
~~~~~

TAKEN AT: Public Service Commission
 Hearing Room 451
 160 East 300 South
 Salt Lake City, Utah

DATE: Tuesday, July 14, 2015

TIME: 1:02 p.m.

REPORTED BY: Clark L. Edwards, CSR

JOB NO.: 254958

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

A P P E A R A N C E S

THE HEARING OFFICER: MELANIE REIF

FOR DIVISION OF PUBLIC UTILITIES:

PATRICIA E. SCHMID, ESQ.,
ASSISTANT ATTORNEY GENERAL
160 East 300 South, Fifth Floor
Salt Lake City, Utah 84114

FOR OFFICE OF CONSUMER SERVICES:

ROBERT J. MOORE
ASSISTANT ATTORNEY GENERAL
160 East 300 South, 5th Floor
Salt Lake City, Utah 84114

FOR AMERICAN BROADBAND & TELECOMMUNICATIONS SERVICES:

DAVID J. SHAW, ESQ.
KIRTON MCCONKIE
Thanksgiving Park Four
2600 West Executive Parkway, Suite 400
Lehi, Utah 84043

Also Present via Telephone:

Michael Dover
National Counsel
American Broadband & Telecommunications Services

1		I N D E X	Page 3
2	WITNESS		Page
3	JEFFREY ANSTED		
4	DIRECT EXAMINATION BY MR. SHAW		6
5	CROSS EXAMINATION` BY MS. SCHMID		10
7	CASEY J. COLEMAN		
8	DIRECT EXAMINATION BY MS. SCHMID		16
10	CHERYL MURRAY		
11	DIRECT EXAMINATION BY MR. MOORE		18
13		* * *	
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			
25			

1 P R O C E E D I N G S

2 THE HEARING OFFICER: Well, good afternoon and
3 thank you for being here. I'm Melanie Reif, administrative
4 law judge for the Utah Public Service Commission.

5 And today we are hearing Docket 15-2579-01.
6 This matter is entitled, Petition of American Broadband &
7 Telecommunications Company for Designation as an Eligible
8 Telecommunications Carrier in the state of Utah.

9 This hearing is scheduled to consider the
10 stipulation that was filed in this docket yesterday
11 afternoon. We'll start by taking appearances.
12 And starting with you, Mr. Shaw.

13 MR. SHAW: Thank you. David Shaw of
14 Kirton McConkie, counsel to American Broadband &
15 Telecommunications Company.

16 THE HEARING OFFICER: Thank you, Mr. Shaw.
17 And would you be so kind as to identify your
18 clients that are also on the telephone today?

19 MS. SCHMID: Yes. We have Michael Dover and we
20 also have Jeff Ansted. Jeff is the CEO and president of
21 American Broadband & Telecommunications Company.

22 Michael Dover is national counsel but is not
23 making a formal appearance here.

24 THE HEARING OFFICER: Okay. Thank you.
25 Ms. Schmid?

1 MS. SCHMID: Patricia E. Schmid with the Attorney
2 General's Office for the Division of Public Utilities.

3 THE HEARING OFFICER: Thank you.

4 MR. MOORE: Robert Moore, Attorney General's
5 Office, for the Office of Consumer Services.

6 THE HEARING OFFICER: Thank you, Mr. Moore.
7 Welcome. Mr. Shaw, I have reviewed your stipulation.
8 And the floor is yours. So, I'll let you take the lead
9 on this.

10 MR. SHAW: Thank you. First, let me convey our
11 apologies for not having filed the paper copies sooner.
12 We actually mailed them to the Commission. And somewhere
13 they got lost. So. And we had them hand delivered
14 yesterday but the electronic copies were filed last week.
15 And so we did solidify that filing yesterday.

16 THE HEARING OFFICER: Thank you, Mr. Shaw.
17 Not to worry. I reviewed them. So.

18 MR. SHAW: Perfect. And so we have reached a
19 stipulation and settlement in this matter, and we do have
20 Mr. Ansted on the phone for some additional testimony if
21 that would be okay with Your Honor. And I'd like to
22 proceed with that if that would be acceptable.

23 THE HEARING OFFICER: As you wish.

24 It's Mr. Ansted who you want to call?

25 MR. SHAW: Correct.

1 THE HEARING OFFICER: Okay.

2 Mr. Ansted, can you hear me okay?

3 MR. ANSTED: I can.

4 THE HEARING OFFICER: Okay. Very good.

5 Mr. Ansted, I'm going to swear you in over the telephone.

6 So, if you would kindly raise your right hand.

7 And do you swear that the testimony you will be
8 providing today will be the truth?

9 MR. ANSTED: Yes.

10 THE HEARING OFFICER: Thank you, sir.

11 Mr. Shaw, you may proceed.

12 JEFF ANSTED,

13 having been first duly sworn, was

14 examined and testified as follows:

15 DIRECT EXAMINATION

16 BY MR. SHAW:

17 **Q. Thank you very much.**

18 **For the record, would you please state your name**
19 **and business address and your position at American Broadband**
20 **& Telecommunications Company?**

21 A. Sure. It's Jeffrey Ansted. My business address
22 is One Seagate, Suite 600, Toledo, Ohio 43699. And my
23 position is president and CEO.

24 **Q. And how long have you held your current positions?**

25 A. For 13 years.

1 Q. Have you reviewed the petition for designation as
2 an eligible telecommunications carrier in the state of Utah?

3 A. I have.

4 Q. And are you the person who signed the verification
5 of the petition?

6 A. Yes. I signed it.

7 Q. Very good. What service does American Broadband
8 propose to offer in the state of Utah?

9 A. We are seeking ETC designation for low-income
10 lifeline service in Utah. And just to be clear, we're not
11 seeking high cost support in any of the service areas or
12 at all in Utah. And we won't attempt to seek any universal
13 service, low-income linkup services. So it's specific to
14 lifeline services only.

15 Q. And you understand that American Broadband's
16 federal compliance plan is also intended to apply in Utah;
17 correct?

18 A. Yes.

19 Q. Thank you. And are you the person who filed
20 direct testimony on behalf of your company in this docket?

21 A. I did.

22 Q. Are there any corrections that ought to be made to
23 that testimony?

24 A. No corrections.

25 Q. Thank you. Could you please offer a summary of

1 why you believe it is in the public interest for American
2 Broadband to become an ETC in the state of Utah for the
3 limited purpose of providing low-income lifeline support?

4 A. Yes. Our designation as an ETC in Utah will bring
5 increased competition. And we believe that any time a new
6 competitor with unique service offerings emerges in the
7 market, it is a benefit to consumers.

8 We also believe that our presence in the market
9 will increase awareness of the program in Utah which we also
10 feel is a benefit to the residents of Utah.

11 And we have consistently provided high quality
12 customer service, high quality service offerings, and high
13 quality equipment to our customers. So, again, we feel that
14 those are all consumer benefits for the residents of Utah
15 that qualify for this program.

16 Q. Thank you. And have you received or are you aware
17 of any opposition from third parties, the public or anyone
18 else, with respect to your designation as an ETC in the
19 state of Utah?

20 A. We haven't heard of any opposition.

21 Q. Have you reviewed the stipulation that was entered
22 into among American Broadband, the Division of Public
23 Utilities, and the Office of Consumer Services?

24 A. Yes. We've reviewed it.

25 Q. And are you aware of the additional requirements

1 that are imposed upon American Broadband in the stipulation
2 that are additional to your compliance plan?

3 A. Yes.

4 Q. Are you prepared to abide by the terms and
5 conditions of the stipulation?

6 A. I'm sorry. Could you please repeat the question?

7 Q. Yes. Are you prepared to abide by the terms and
8 conditions of the stipulation?

9 A. Yes. We think they are acceptable, just, fair,
10 and reasonable, and we should have no problem abiding by the
11 stipulation.

12 Q. Thank you. Do you believe the stipulation to be
13 in the public interest?

14 A. We do.

15 Q. And could you just describe your lifeline product?

16 A. Sure. And I'll just preface my comment with,
17 the power just went out in my building. So if I lose
18 connectivity, I will try to call back in.

19 Sure. Our product offering for our lifeline
20 service in Utah essentially means that Utah low-income
21 customers will have another choice among the lifeline
22 providers already offered service.

23 We agree, you know, that by stipulating to
24 approval of the petition, the Division and Office can be
25 assured that we will provide consistent, reliable service

1 to all those who qualify for it. And we will continue
2 to meet our customers and the Commission's expectations
3 through our continued high quality service.

4 And again, we think this will be a benefit to
5 Utah consumers and definitely in the public interest.

6 **Q. And you are aware, are you not, that in the**
7 **stipulation, American Broadband has agreed to adopt any**
8 **changes to the certification and verification process**
9 **developed in Docket No. 10-2528-01; is that correct?**

10 A. Yes. And we'd be prepared to adopt any changes
11 in that docket that apply to us.

12 (Discussion off the record)

13 THE HEARING OFFICER: Mr. Ansted, could you please
14 repeat the last part of what you just said?

15 The court reporter did not hear you.

16 MR. ANSTED: Yeah. I answered -- I also said that
17 we'd be prepared and ready to adopt any changes in that
18 docket number that apply to us.

19 MR. SHAW: Thank you. I have no further questions
20 at this time and would submit for cross-examination should
21 there be any.

22 THE HEARING OFFICER: Thank you, Mr. Shaw.

23 Any questions, Ms. Schmid?

24 CROSS-EXAMINATION

25 BY MS. SCHMID:

1 Q. Just one. And just for clarification, is it true
2 that American Broadband is not at this time seeking Utah
3 state USF?

4 A. I'm sorry, ma'am.
5 Could you please repeat the question?

6 Q. Is this any better?

7 A. Yeah. That's much better. Thank you.

8 Q. Okay. I'm now extremely close to the microphone.
9 Just for clarification, is it true that in this docket,
10 American Broadband is not now seeking Utah state USF?

11 A. That is correct.

12 MS. SCHMID: Thank you. That was my only
13 question.

14 THE HEARING OFFICER: Mr, Moore?

15 MR. MOORE: No questions.

16 THE HEARING OFFICER: Thank you.

17 Ms. Schmid, thank you for your follow-up question.

18 And I do have one other question, please.

19 And, Mr. Shaw, if you feel like this would be a question
20 that you can expand upon, that would be helpful, too.

21 But specifically, I wanted to address the tribal
22 lands issue and what services are being provided to those
23 customers in particular. If you could just outline for the
24 Commission what will be available. And if Mr. Ansted knows,
25 it would be helpful to have his testimony on the record.

1 MR. SHAW: Sure. And I think that would be an
2 appropriate question for Mr. Ansted to the extent he feels
3 comfortable in answering that.

4 MR. ANSTED: I'm sorry. You broke up just a bit
5 at the end of your statement.

6 MR. SHAW: Yeah. Mr. Ansted --

7 MR. ANSTED: Repeat that, please.

8 MR. SHAW: The question is, what services will be
9 available in the tribal lands?

10 MR. ANSTED: So, we intend to offer the same types
11 of obviously high quality customer service, high quality
12 handset. Plans are going to be slightly different than what
13 are offered in non-tribal areas. And we are conducting
14 a market study to provide our specific plans.

15 But I can tell you that we're looking at something
16 north of a thousand minutes and or an unlimited option.
17 But at this time I cannot give you our specific plans
18 over the phone.

19 THE HEARING OFFICER: Mr. Ansted, I'm terribly
20 sorry, but while you were speaking, there was a little
21 glitch and you mentioned the word option. And the word
22 before that we did not get clearly on our end.

23 Do you recall what you said right before that?

24 MR. ANSTED: Yeah. I believe it was an unlimited
25 option.

1 THE HEARING OFFICER: Okay. Okay. And as a
2 follow-up for you, Mr. Ansted, will you be offering or do
3 you know whether you will be offering what is termed a basic
4 service to the tribal land customers?

5 MR. ANSTED: Yes, we will.

6 THE HEARING OFFICER: Okay. And could you explain
7 what that will entail?

8 MR. ANSTED: I -- I do not have our specific basic
9 plan, but, in essence, it will be a 250-minute plan, a voice
10 plan, 250 texts for free every month and will include a free
11 handset, no activation charge.

12 As I mentioned, we are doing a market study.
13 One of the things that we like to do is to make sure, and
14 you can see this historically by the way we've rolled out in
15 other states. We try to offer the most minutes or the most
16 texts for free in the markets that we go into or try to
17 match what we deem as the best plan in every market.

18 So I'm going to tell you that I cannot give you
19 exact plan specifications at this point as we are still
20 conducting our market study.

21 THE HEARING OFFICER: Thank you, Mr. Ansted.

22 Do you have a copy of the settlement agreement,
23 the stipulation and settlement agreement in front of you?

24 MR. ANSTED: I do. Hold on just one second.
25 I have it here.

1 THE HEARING OFFICER: Okay. Would you kindly
2 go to page five? And in particular, I want to ask you a
3 question about paragraph ten.

4 Have you found that paragraph, sir?

5 MR. ANSTED: I have.

6 THE HEARING OFFICER: Okay. So, that paragraph
7 says that American Broadband will make available four
8 different lifeline plans equivalent to 250 voice minutes
9 per month free and 250 text messages per month free after
10 application of the federal lifeline discount which is in
11 parens. And then after that it says, "in all served areas
12 except tribal lands."

13 Is that, based on your testimony just a moment ago
14 about the 250 voice minutes and the 250 text messages,
15 is that portion of the sentence that --

16 MR. ANSTED: It should say non-tribal. And I'm
17 sorry. Just to clarify that, that would be our non-tribal
18 plan. I thought you were asking me specific just for the
19 state of Utah. But tribal, we would be specifically
20 offering the plans outlined in -- starting in the fourth
21 line down on paragraph ten.

22 THE HEARING OFFICER: Okay. Could you --

23 MR. ANSTED: Tribal areas.

24 THE HEARING OFFICER: Could you clarify that
25 without reading from the document because it just wasn't

1 clear to us at the Commission what the tribal land customers
2 would be getting.

3 MR. ANSTED: Sure. Let me just scan this really
4 quick, and I'll see if I can give this to you in more simple
5 terms. (Reviewing). So, our base plan in the tribal lands,
6 tribal lands only, would be the 4,000 minutes per month
7 which would include text messaging at no cost for \$34.25
8 per month obviously after you apply the federal lifeline
9 discount for tribal areas specific. That would be a free
10 plan for Utah tribal areas.

11 THE HEARING OFFICER: Okay.

12 MR. ANSTED: The mention of unlimited, we feel
13 that's where the market is going. And we will revise our
14 plans accordingly with the Commission when and if we decide
15 to go that route. I hope that cleared it up.

16 THE HEARING OFFICER: Yes, Mr. Ansted. It does
17 absolutely. And I appreciate that very much.

18 Thank you, Mr. Shaw. And, Mr. Ansted, you may
19 be -- you may be -- I assume you're going to stay on the
20 line. But okay. Ms. Schmid.

21 MS. SCHMID: Thank you. With me as the Division's
22 witness is Casey J. Coleman. May he please be sworn?

23 THE HEARING OFFICER: Yes. Good afternoon,
24 Mr. Coleman. Thank you for being here today. And do you
25 swear that the testimony you are about to give will be the

1 truth?

2 MR. COLEMAN: Yes.

3 THE HEARING OFFICER: Thank you.

4 CASEY J. COLEMAN,
5 having been first duly sworn, was
6 examined and testified as follows:

7 DIRECT EXAMINATION

8 BY MS. SCHMID:

9 Q. Mr. Coleman, could you please state your full
10 name, employer, position, and business address for the
11 record?

12 A. Yeah. My name is Casey J. Coleman. I work for
13 the State of Utah, the Division of Public Utilities.
14 Business address is 160 East 300 South, Salt Lake City,
15 Utah 84114. And my title is a utility technical consultant.

16 Q. Have you participated on behalf of the Division
17 in this docket?

18 A. Yes.

19 Q. Could you please describe your participation?

20 A. I was involved in the settlement conferences that
21 we had and also involved in reading and reviewing the
22 testimony and in any of the other meetings which were
23 applicable for this docket.

24 Q. And in addition, you read the application?

25 A. Yes, and the application.

1 Q. Have you reviewed this stipulation and settlement
2 agreement signed by the Division?

3 A. Yes.

4 Q. Do you have any comments you would like to make
5 towards that document?

6 A. I just -- I believe that allowing American
7 Broadband to become an eligible telecommunications carrier
8 would be in the public interest and that it would be
9 beneficial for the Commission to approve the application.

10 MS. SCHMID: Thank you. Those are all my
11 questions for Mr. Coleman. He's now available.

12 THE HEARING OFFICER: Any questions, Mr. Shaw?

13 MR. SHAW: No.

14 THE HEARING OFFICER: Questions, Mr. Moore?

15 MR. MOORE: No questions.

16 THE HEARING OFFICER: Okay. Thank you.

17 Thank you for your testimony, Mr. Coleman.

18 Mr. Moore?

19 MR. MOORE: I have with me Cheryl Murray of the
20 Office of Consumer Services. We'd like to have her sworn.

21 THE HEARING OFFICER: Ms. Murray, do you swear
22 that the testimony you are about to give will be the truth?

23 MS. MURRAY: Yes.

24 THE HEARING OFFICER: Thank you.

25 CHERYL MURRAY,

1 having been first duly sworn, was
2 examined and testified as follows:

3 DIRECT EXAMINATION

4 BY MR. MOORE:

5 Q. Would you please state your name, business
6 address, and title?

7 A. My name is Cheryl Murray. I'm a utility analyst
8 for the Office of Consumer Services. And my address is
9 160 East 300 South, Salt Lake City, 84111.

10 Q. Did you participate in the settlement negotiation
11 regarding American Broadband's ECT application?

12 A. Yes, I did.

13 Q. Have you reviewed the stipulation which was the
14 subject of today's proceedings?

15 A. Yes.

16 Q. Do you have a statement you would like to offer
17 in support of the stipulation?

18 A. Yes, I do.

19 Q. Please proceed.

20 A. Thank you. The Office of Consumer Services is
21 responsible for assessing the impact of utility rate changes
22 and regulatory actions upon residential and small commercial
23 customers. And it is in that capacity that we have analyzed
24 American Broadband & Telecommunication Company's request for
25 limited designation as an eligible telecommunication carrier

1 for the purpose of providing lifeline service to residential
2 customers in Utah. We recognize the need for low-income
3 persons to have access to telephone service and, in general,
4 we support the ability to receive that access through
5 wireless telephone service.

6 In analyzing American Broadband's request,
7 our considerations go to both the benefits to be provided
8 to low-income customers and to the costs that will --
9 the money that will be collected from telecommunications
10 customers which fund the lifeline program.

11 In order to determine whether or not the office
12 could support the company's request, we reviewed the
13 petition, testimony, and exhibits provided by the applicant
14 and we issued three sets of data requests and reviewed the
15 responses.

16 Subsequent to our review of the information
17 provided, the parties entered into a settlement stipulation.
18 And that stipulation is being presented today.
19 It incorporates conditions the Office asserts are
20 necessary to the public interest.

21 For example, development and use of a
22 Utah-specific fact sheet, payment of appropriate taxes and
23 fees, and any future requests for access to the state USF
24 requires a filing and a hearing on the matter.

25 In conclusion, in the Office's judgment, the

1 settlement is just and reasonable in result and in the
2 public interest, and we recommend that the Commission
3 approve it. That concludes my testimony.

4 MR. MOORE: Ms. Murray's available for
5 questioning.

6 THE HEARING OFFICER: Thank you.

7 Mr. Shaw, any questions?

8 MR. SHAW: No questions.

9 THE HEARING OFFICER: Ms. Schmid?

10 MS. SCHMID: No questions.

11 THE HEARING OFFICER: Okay. Thank you.

12 Thank you, Ms. Murray. You may be excused.

13 Is there anyone here who has not already addressed
14 the Commission with respect to this docket?

15 (No verbal response)

16 THE HEARING OFFICER: Hearing no response,
17 the Commission will take this matter under advisement.

18 And before going off the record, I wish to note that the
19 Commission will also take administrative notice of the
20 filings that have been made in this docket.

21 I won't go into all of them. It's been fairly
22 lengthy. But please be assured that the filings along with
23 not only the Company's responses but the Division and the
24 Office, to the extent they have made any, will also be part
25 of this docket. Thank you very much for your time today

1 and for those of you who provided testimony. It was very
2 helpful. And, Mr. Shaw, thank you for having your witnesses
3 available and for providing the clarification needed.

4 Thank you.

5 MR. SHAW: Thank you, Your Honor.

6 THE HEARING OFFICER: We'll be adjourned.

7 Thank you. Have a good day.

8 MS. SCHMID: Thank you.

9 MR. ANSTED: Thank you, Your Honor.

10 (Proceedings concluded at or about 1:25 p.m.)

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

CERTIFICATE

This is to certify that the foregoing proceedings were taken before me, CLARK L. EDWARDS, a Certified Shorthand Reporter and Notary Republic in and for the State of Utah, residing at West Jordan, Utah;

That the proceedings were reported by me in stenotype and thereafter caused by me to be transcribed into typewriting, and that a full, true, and correct transcription of said proceedings so taken and transcribed is set forth in the foregoing pages, inclusive.

I further certify that I am not of kin or otherwise associated with any of the parties to said cause of action, and that I am not interested in the event thereof.



Clark L. Edwards, CSR
Utah License No. 109221-7801

\$	A	all 7:12 8:14 10:1 14:11 17:10	apply 7:16 10:11,18 15:8	being 4:3 11:22 15:24
\$34.25 15:7	abide 9:4,7	allowing 17:6	appreciate 15:17	believe 8:1,5,8 9:12 12:24 17:6
1	abiding 9:10	already 9:22	appropriate 12:2	beneficial 17:9
10-2528-01 10:9	absolutely 15:17	also 4:18,20 7:16 8:8,9 10:16 16:21	approval 9:24	benefit 8:7,10 10:4
13 6:25	acceptable 5:22 9:9	American 4:6, 14,21 6:19 7:7, 15 8:1,22 9:1 10:7 11:2,10 14:7 17:6	approve 17:9	benefits 8:14
15-2579-01 4:5	accordingly 15:14	among 8:22 9:21	areas 7:11 12:13 14:11,23 15:9,10	best 13:17
160 16:14	activation 13:11	another 9:21	assume 15:19	better 11:6,7
2	actually 5:12	Ansted 4:20 5:20,24 6:2,3, 5,9,12,21 10:13,16 11:24 12:2,4,6,7,10, 19,24 13:2,5,8, 21,24 14:5,16, 23 15:3,12,16, 18	assured 9:25	bit 12:4
250 13:10 14:8, 9,14	addition 16:24	answering 12:3	attempt 7:12	bring 8:4
250-minute 13:9	additional 5:20 8:25 9:2	anyone 8:17	Attorney 5:1,4	Broadband 4:6,14,21 6:19 7:7 8:2,22 9:1 10:7 11:2,10 14:7 17:7
3	address 6:19, 21 11:21 16:10,14	apologies 5:11	available 11:24 12:9 14:7 17:11	Broadband's 7:15
300 16:14	administrative 4:3	appearance 4:23	aware 8:16,25 10:6	broke 12:4
4	adopt 10:7,10, 17	appearances 4:11	awareness 8:9	building 9:17
4,000 15:6	after 14:9,11 15:8	applicable 16:23	B	business 6:19, 21 16:10,14
43699 6:22	afternoon 4:2, 11 15:23	application 14:10 16:24,25 17:9	back 9:18	C
6	again 8:13 10:4		base 15:5	call 5:24 9:18
600 6:22	ago 14:13		based 14:13	cannot 12:17 13:18
8	agree 9:23		basic 13:3,8	carrier 4:8 7:2 17:7
84114 16:15	agreed 10:7		become 8:2 17:7	Casey 15:22 16:4,12
	agreement 13:22,23 17:2		before 12:22, 23	CEO 4:20 6:23

certification 10:8	competition 8:5	cost 7:11 15:7	discussion 10:12	essence 13:9
changes 10:8, 10,17	competitor 8:6	counsel 4:14, 22	Division 5:2 8:22 9:24 16:13,16 17:2	essentially 9:20
charge 13:11	compliance 7:16 9:2	court 10:15	Division's 15:21	every 13:10,17
Cheryl 17:19, 25	conditions 9:5, 8	cross- examination 10:20,24	docket 4:5,10 7:20 10:9,11, 18 11:9 16:17, 23	exact 13:19
choice 9:21	conducting 12:13 13:20	current 6:24	document 14:25 17:5	EXAMINATION 6:15 16:7
City 16:14	conferences 16:20	customer 8:12 12:11	Dover 4:19,22	examined 6:14 16:6
clarification 11:1,9	connectivity 9:18	customers 8:13 9:21 10:2 11:23 13:4 15:1	down 14:21	except 14:12
clarify 14:17, 24	consider 4:9	<hr/> D <hr/>	duly 6:13 16:5	expand 11:20
clear 7:10 15:1	consistent 9:25	David 4:13	<hr/> E <hr/>	expectations 10:2
cleared 15:15	consistently 8:11	decide 15:14	East 16:14	explain 13:6
clearly 12:22	consultant 16:15	deem 13:17	electronic 5:14	extent 12:2
clients 4:18	consumer 5:5 8:14,23 17:20	definitely 10:5	eligible 4:7 7:2 17:7	extremely 11:8
close 11:8	consumers 8:7 10:5	delivered 5:13	emerges 8:6	<hr/> F <hr/>
Coleman 15:22,24 16:2, 4,9,12 17:11, 17	continue 10:1	describe 9:15 16:19	employer 16:10	fair 9:9
comfortable 12:3	continued 10:3	designation 4:7 7:1,9 8:4, 18	end 12:5,22	federal 7:16 14:10 15:8
comment 9:16	convey 5:10	developed 10:9	entail 13:7	feel 8:10,13 11:19 15:12
comments 17:4	copies 5:11,14	different 12:12 14:8	entered 8:21	feels 12:2
Commission 4:4 5:12 11:24 15:1,14 17:9	copy 13:22	direct 6:15 7:20 16:7	entitled 4:6	filed 4:10 5:11, 14 7:19
Commission's 10:2	correct 5:25 7:17 10:9 11:11	discount 14:10 15:9	equipment 8:13	filing 5:15
company 4:7, 15,21 6:20 7:20	corrections 7:22,24		equivalent 14:8	first 5:10 6:13 16:5
				five 14:2
				floor 5:8
				follow-up 11:17 13:2

<p>follows 6:14 16:6</p> <p>formal 4:23</p> <p>found 14:4</p> <p>four 14:7</p> <p>fourth 14:20</p> <p>free 13:10,16 14:9 15:9</p> <p>front 13:23</p> <p>full 16:9</p> <p>further 10:19</p> <hr/> <p style="text-align: center;">G</p> <hr/> <p>General's 5:2,4</p> <p>getting 15:2</p> <p>give 12:17 13:18 15:4,25 17:22</p> <p>glitch 12:21</p> <p>good 4:2 6:4 7:7 15:23</p> <hr/> <p style="text-align: center;">H</p> <hr/> <p>hand 5:13 6:6</p> <p>handset 12:12 13:11</p> <p>having 5:11 6:13 16:5</p> <p>hear 6:2 10:15</p> <p>heard 8:20</p> <p>hearing 4:2,5, 9,16,24 5:3,6,</p>	<p>16,23 6:1,4,10 10:13,22 11:14,16 12:19 13:1,6,21 14:1, 6,22,24 15:11, 16,23 16:3 17:12,14,16, 21,24</p> <p>held 6:24</p> <p>helpful 11:20, 25</p> <p>here 4:3,23 13:25 15:24</p> <p>high 7:11 8:11, 12 10:3 12:11</p> <p>historically 13:14</p> <p>Hold 13:24</p> <p>Honor 5:21</p> <p>hope 15:15</p> <hr/> <p style="text-align: center;">I</p> <hr/> <p>identify 4:17</p> <p>imposed 9:1</p> <p>include 13:10 15:7</p> <p>increase 8:9</p> <p>increased 8:5</p> <p>intend 12:10</p> <p>intended 7:16</p> <p>interest 8:1 9:13 10:5 17:8</p> <p>into 8:22 13:16</p> <p>involved</p>	<p>16:20,21</p> <p>issue 11:22</p> <hr/> <p style="text-align: center;">J</p> <hr/> <p>Jeff 4:20 6:12</p> <p>Jeffrey 6:21</p> <p>judge 4:4</p> <hr/> <p style="text-align: center;">K</p> <hr/> <p>kind 4:17</p> <p>kindly 6:6 14:1</p> <p>Kirton 4:14</p> <p>knows 11:24</p> <hr/> <p style="text-align: center;">L</p> <hr/> <p>Lake 16:14</p> <p>land 13:4 15:1</p> <p>lands 11:22 12:9 14:12 15:5,6</p> <p>last 5:14 10:14</p> <p>law 4:4</p> <p>lead 5:8</p> <p>let 5:8,10 15:3</p> <p>lifeline 7:10,14 8:3 9:15,19,21 14:8,10 15:8</p> <p>like 5:21 11:19 13:13 17:4,20</p> <p>limited 8:3</p>	<p>line 14:21 15:20</p> <p>linkup 7:13</p> <p>little 12:20</p> <p>long 6:24</p> <p>looking 12:15</p> <p>lose 9:17</p> <p>lost 5:13</p> <p>low-income 7:9,13 8:3 9:20</p> <hr/> <p style="text-align: center;">M</p> <hr/> <p>made 7:22</p> <p>mailed 5:12</p> <p>make 13:13 14:7 17:4</p> <p>making 4:23</p> <p>market 8:7,8 12:14 13:12, 17,20 15:13</p> <p>markets 13:16</p> <p>match 13:17</p> <p>matter 4:6 5:19</p> <p>may 6:11 15:18,19,22</p> <p>Mcconkie 4:14</p> <p>means 9:20</p> <p>meet 10:2</p> <p>meetings 16:22</p> <p>Melanie 4:3</p> <p>mention 15:12</p>	<p>mentioned 12:21 13:12</p> <p>messages 14:9,14</p> <p>messaging 15:7</p> <p>Michael 4:19, 22</p> <p>microphone 11:8</p> <p>minutes 12:16 13:15 14:8,14 15:6</p> <p>moment 14:13</p> <p>month 13:10 14:9 15:6,8</p> <p>Moore 5:4,6 11:14,15 17:14,15,18,19</p> <p>more 15:4</p> <p>most 13:15</p> <p>much 6:17 11:7 15:17</p> <p>Murray 17:19, 21,23,25</p> <hr/> <p style="text-align: center;">N</p> <hr/> <p>name 6:18 16:10,12</p> <p>national 4:22</p> <p>new 8:5</p> <p>non-tribal 12:13 14:16,17</p> <p>north 12:16</p>
---	--	---	--	--

number 10:18	outline 11:23	23 16:10	quality 8:11, 12,13 10:3 12:11	residents 8:10, 14
<hr/> O <hr/>	outlined 14:20	positions 6:24	question 9:6 11:5,13,17,18, 19 12:2,8 14:3	respect 8:18
obviously 12:11 15:8	over 6:5 12:18	power 9:17	questions 10:19,23 11:15 17:11,12,14,15	reviewed 5:7, 17 7:1 8:21,24 17:1
off 10:12	<hr/> P <hr/>	preface 9:16	quick 15:4	reviewing 15:5 16:21
offer 7:8,25 12:10 13:15	paper 5:11	prepared 9:4,7 10:10,17	<hr/> R <hr/>	revise 15:13
offered 9:22 12:13	paragraph 14:3,4,6,21	presence 8:8	raise 6:6	Robert 5:4
offering 9:19 13:2,3 14:20	parens 14:11	president 4:20 6:23	reached 5:18	rolled 13:14
offerings 8:6, 12	part 10:14	problem 9:10	read 16:24	route 15:15
Office 5:2,5 8:23 9:24 17:20	participated 16:16	proceed 5:22 6:11	reading 14:25 16:21	<hr/> S <hr/>
OFFICER 4:2, 16,24 5:3,6,16, 23 6:1,4,10 10:13,22 11:14,16 12:19 13:1,6,21 14:1, 6,22,24 15:11, 16,23 16:3 17:12,14,16, 21,24	participation 16:19	process 10:8	ready 10:17	said 10:14,16 12:23
Ohio 6:22	particular 11:23 14:2	product 9:15, 19	really 15:3	Salt 16:14
one 6:22 11:1, 18 13:13,24	parties 8:17	program 8:9, 15	reasonable 9:10	same 12:10
only 7:14 11:12 15:6	Patricia 5:1	propose 7:8	recall 12:23	say 14:16
opposition 8:17,20	Perfect 5:18	provide 9:25 12:14	received 8:16	says 14:7,11
option 12:16, 21,25	person 7:4,19	provided 8:11 11:22	record 6:18 10:12 11:25 16:11	scan 15:3
	petition 4:6 7:1,5 9:24	providers 9:22	reid 4:3	scheduled 4:9
	phone 5:20 12:18	providing 6:8 8:3	reliable 9:25	Schmid 4:19, 25 5:1 10:23, 25 11:12,17 15:20,21 16:8 17:10
	plan 7:16 9:2 13:9,10,17,19 14:18 15:5,10	public 4:4 5:2 8:1,17,22 9:13 10:5 16:13 17:8	repeat 9:6 10:14 11:5 12:7	Seagate 6:22
	plans 12:12,14, 17 14:8,20 15:14	purpose 8:3	reporter 10:15	second 13:24
	point 13:19	<hr/> Q <hr/>	requirements 8:25	seek 7:12
	portion 14:15	qualify 8:15 10:1		seeking 7:9,11 11:2,10
	position 6:19,			sentence

<p>14:15</p> <p>served 14:11</p> <p>service 4:4 7:7, 10,11,13 8:6, 12 9:20,22,25 10:3 12:11 13:4</p> <p>services 5:5 7:13,14 8:23 11:22 12:8 17:20</p> <p>settlement 5:19 13:22,23 16:20 17:1</p> <p>Shaw 4:12,13, 16 5:7,10,16, 18,25 6:11,16 10:19,22 11:19 12:1,6,8 15:18 17:12,13</p> <p>should 9:10 10:20 14:16</p> <p>signed 7:4,6 17:2</p> <p>simple 15:4</p> <p>sir 6:10 14:4</p> <p>slightly 12:12</p> <p>solidify 5:15</p> <p>something 12:15</p> <p>somewhere 5:12</p> <p>sooner 5:11</p> <p>sorry 9:6 11:4 12:4,20 14:17</p> <p>South 16:14</p>	<p>speaking 12:20</p> <p>specific 7:13 12:14,17 13:8 14:18 15:9</p> <p>specifically 11:21 14:19</p> <p>specifications 13:19</p> <p>start 4:11</p> <p>starting 4:12 14:20</p> <p>state 4:8 6:18 7:2,8 8:2,19 11:3,10 14:19 16:9,13</p> <p>statement 12:5</p> <p>states 13:15</p> <p>stay 15:19</p> <p>still 13:19</p> <p>stipulating 9:23</p> <p>stipulation 4:10 5:7,19 8:21 9:1,5,8, 11,12 10:7 13:23 17:1</p> <p>study 12:14 13:12,20</p> <p>submit 10:20</p> <p>Suite 6:22</p> <p>summary 7:25</p> <p>support 7:11 8:3</p> <p>swear 6:5,7 15:25 17:21</p>	<p>sworn 6:13 15:22 16:5 17:20</p> <hr/> <p style="text-align: center;">T</p> <hr/> <p>take 5:8</p> <p>taking 4:11</p> <p>technical 16:15</p> <p>telecommunica tions 4:7,8,15, 21 6:20 7:2 17:7</p> <p>telephone 4:18 6:5</p> <p>ten 14:3,21</p> <p>termed 13:3</p> <p>terms 9:4,7 15:5</p> <p>terribly 12:19</p> <p>testified 6:14 16:6</p> <p>testimony 5:20 6:7 7:20,23 11:25 14:13 15:25 16:22 17:17,22</p> <p>text 14:9,14 15:7</p> <p>texts 13:10,16</p> <p>than 12:12</p> <p>things 13:13</p> <p>third 8:17</p> <p>thought 14:18</p>	<p>thousand 12:16</p> <p>through 10:3</p> <p>time 8:5 10:20 11:2 12:17</p> <p>title 16:15</p> <p>today 4:5,18 6:8 15:24</p> <p>Toledo 6:22</p> <p>towards 17:5</p> <p>tribal 11:21 12:9 13:4 14:12,19,23 15:1,5,6,9,10</p> <p>true 11:1,9</p> <p>truth 6:8 16:1 17:22</p> <p>try 9:18 13:15, 16</p> <p>types 12:10</p> <hr/> <p style="text-align: center;">U</p> <hr/> <p>understand 7:15</p> <p>unique 8:6</p> <p>universal 7:12</p> <p>unlimited 12:16,24 15:12</p> <p>USF 11:3,10</p> <p>Utah 4:4,8 7:2, 8,10,12,16 8:2, 4,9,10,14,19 9:20 10:5 11:2, 10 14:19 15:10 16:13,15</p>	<p>Utilities 5:2 8:23 16:13</p> <p>utility 16:15</p> <hr/> <p style="text-align: center;">V</p> <hr/> <p>verification 7:4 10:8</p> <p>voice 13:9 14:8,14</p> <hr/> <p style="text-align: center;">W</p> <hr/> <p>want 5:24 14:2</p> <p>wanted 11:21</p> <p>way 13:14</p> <p>week 5:14</p> <p>Welcome 5:7</p> <p>went 9:17</p> <p>whether 13:3</p> <p>while 12:20</p> <p>will 6:7,8 8:4,9 9:18,21,25 10:1,4 11:24 12:8 13:2,3,5, 7,9,10 14:7 15:13,25 17:22</p> <p>wish 5:23</p> <p>without 14:25</p> <p>witness 15:22</p> <p>word 12:21</p> <p>work 16:12</p> <p>worry 5:17</p>
---	---	--	--	--

<hr/> Y <hr/>	
years 6:25	
yesterday 4:10 5:14,15	
yours 5:8	