

April 5, 2017

Public Service Commission  
Heber M. Wells State Office Building  
160 East 300 South  
P. O. Box 45585  
Salt Lake City, UT 84114

Re: Docket No. 17-052-01

TO WHOM IT MAY CONCERN:

We received a copy of South Central Utah Telephone Association's Motion to Dismiss and their response to our Complaint.

It appears that their main focus seems to be denial of any responsibility for maintenance of the land line and their gracious assistance when it was convenient. They stated that any service provided was out of courtesy, rather than any responsibility to provide service to a member of the Cooperative.

When we became members of the South Central cooperative, they were happy to have another contributing member to support the growth of the company. They have accepted our payments for almost forty (40) years with no discount because of their non-ownership of the telephone line. These payments have assisted the company to expand from regular land lines to cable and cover more area.

We asked for clarification of when South Central implemented their "tariff" which precluded any assistance with the land line and when their "demark" rule went into effect so there was no responsibility to certain customers. We did not see that in their response. When we became members, South Central sent us a full copy of their by-laws and gave us a membership certificate in 1977. We are presently a voting member of the cooperative.

We believe initially when we became members that we were promised assistance, which we received for about Twenty (20) years. Early years the company was accommodating in assisting us to make sure we had telephone service. We feel now they are more affluent, they do not need us as a contributing member. With new management, new goals and trying to keep up with the electronic world their service to the common telephone user has waned.

After we filed an informal complaint with the Utah Public Utilities against South Central in August, 2015, Duncan Reed verbally promised to provide assistance in maintaining the land line. Again in the fall of 2016, after we had problems with the line, Duncan said he would make arrangements and leave a memorandum in the office to see that we had assistance with the line when we had problems. We did not receive any assistance. We made the repairs ourselves. We did not think his offer of assistance was against the rules as he said he was having the office put it on record. We did not realize that this was just a courtesy and not regular customer service.

It is puzzling how they state that their responsibility ends at the pole in Modena and picks up at the pole at the ranch with the wire bringing service to the house. They assume they would compromise their rules if they connected a broken wire between the two poles to provide service.

We realize that we are one customer at the end of the line, but we have been so for forty years.

We have been members of the Dixie-Escalante REA/Dixie Power cooperative longer than our membership with South Central. Our power line was broken in the same storm that broke the telephone line on December 24, 2016. The power company repaired the line within hours even though it was Christmas Eve. It seems their entity is one of providing service rather than figuring out ways to save themselves the work of fixing a land line.

South Central made a point of stating that they checked service to their "demark" on January 6, 2017 when they knew the problem was a broken line in the canyon. An unnecessary trip and a futile act as they already knew what the problem was. They did not tell us that they had checked to the "demark" on that date as they stated.

We have appreciated having a telephone and would like to have use of it in the future, but without cooperation it probably isn't possible. For many years our telephone was the only phone in the canyon and in Hamblin Valley. Now there is cell phone service in some places, so our telephone is not as essential to other people. We do not have cell service here.

Most of the individuals involved in South Central when we became members have died and with new personnel there is no one to help verify our claim that they considered us as regular members with a promise of line maintenance.

That is the primary reason we wanted verification of when the new rules became effective to limit service on our land line and why there was no notification given.

Respectfully submitted,

Richard Flinspach  
Colleen Flinspach