



PublicService Commission &lt;psc@utah.gov&gt;

**DOCKET No. 232-049-01**

1 message

**Kathy Van Dame** <dvd.kvd@juno.com>  
To: psc@utah.gov

Thu, Jul 20, 2023 at 11:05 AM

State of Utah  
Public Service Commission  
[160 E. 300 South](#), 4 th Floor  
Salt Lake City, UT 84111  
SUBJECT: DOCKET No. 232-049-01

Dear Commissioners and Staff:

As a senior who has been using land lines for many decades, I am writing to ask that Qwest not be given an exemption to their carrier of last resort obligation. I fear this petition is the camel's nose; that Qwest is considering ways to get out of the less-profitable land line business. I believe land lines remain an important public good.

Qwest stages in it's filing that it is not receiving universal service support funding from Utah or the feds. My June 6 CenturyLink bill contained 2 Universal Service Fund Surcharge line items; one federal = \$3.42 & one Utah \$.36. If Qwest isn't getting this money, where is it going?

Qwest's Exhibit 1, shows that in 2019, approximately 25% of Utahns were willing to pay the additional cost for a land line when they also had cell phone service. I, like other Utahns, choose to pay the premium for a land line to preserve that service for myself & others.

I note:

1. A land line is self powered. A family member in Florida went days, during & after Hurricane Ian, with no cell phone or internet access, but had land line service continuously.
2. Legal privacy protections are greater with a landline. A warrant is needed for a wiretap & no information vacuum is able harvest my cell tower data that can be used or sold regardless of my consent & without legal oversight.
3. As one example, I was recently forced to buy a new cell phone, because my old one's battery was swollen & unsafe to use. I couldn't replace the battery because they are no longer available. I discovered, after I left the cell phone store, that I didn't know how to answer my new phone, because of my lack of experience with that new format. I was deprived of phone service because of technical obsolescent & inexperience with newer technology. I could afford a new phone, and tech support, but there are folks that are deprived of service because of financial reasons or technical ignorance. My land line works the same year after year, and doesn't have a lithium battery that can become a hazard as my old cell phone's battery did.
4. Cell phone technology is rapidly evolving & people can be forced into purchases, as happened some years ago when TV broadcast formatting changed & we all had to buy a new TV if we wished to watch TV.
5. I have attached the previous to the 22 docket on this matter by David E. Eisen [[EisenSLC@AOL.com](mailto:EisenSLC@AOL.com)] about 911 call location determination.

Please ensure that any decision in regards to Qwest's petition does not contribute to the end of land line service.

Peace, Kathy Van Dame

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PublicService Commission &lt;psc@utah.gov&gt;

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**PUBLIC COMMENTS -- DOCKET NO. 22-049-62**

1 message

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**eisenslc@aol.com** <eisenslc@aol.com>

Tue, Dec 13, 2022 at 8:32 PM

Reply-To: eisenslc@aol.com

To: "psc@utah.gov" &lt;psc@utah.gov&gt;

December 13, 2022

State of Utah  
Public Service Commission  
[160 E. 300 South](#), 4<sup>th</sup> Floor  
Salt Lake City, UT 84111

SUBJECT: DOCKET No. 22-049-62

Dear Commissioners and Staff:

As a longtime CenturyLink landline customer (as well as a cell phone user), I respectfully submit my thoughts related to Qwest Corporation d/b/a/CenturyLink QC's Petition for Statewide Exemption from the R746-350-1(b) Carrier of Last Resort Obligation (Docket No. 22-049-62).

I'm very much aware that (as the Petition points out, and as other sources as well as casual observation confirm), the number of subscribers to traditional telephone service (as provided by CenturyLink) has greatly diminished. However, as it considers the Petition, it would be my hope that considerations related to emergency situations would be taken into account, in the Public Service Commission's deliberations.

From my perspective, traditional landlines have a major advantage over other alternatives, in that when 911 is called, the phone number (and location) is reliably transmitted to the emergency response center – even if the caller is unable to communicate their phone number and location (because of, for example, a serious medical episode). This is generally true even in a power outage situation, because of the current that's provided through the copper wiring channel. (I have a corded / cordless combination phone which further assures my connectivity in the event of a power failure.)

As a senior citizen who lives alone, in an apartment, with a number of medical / health risks, this ability to reach emergency services -- even in exceptional circumstances -- is highly important and valuable to me (and, I would venture, to others in my situation). It's something that I'm very willing to pay the current monthly costs (and more) for. While cell phone location technology and implementation appear to have improved in recent years, my understanding is that -- particularly in multifamily buildings such as mine -- location capability is less precise; and in situations where minutes can make a difference, this is not a trivial concern.

Thank you for reading and considering my comments and perspective.

Sincerely,

David E. Eisen  
Salt Lake City, Utah  
(801) 581-1905  
EisenSLC@AOL.com