

99-999-05

From: "Kevin and Suzanne Heaton" <ksheaton@deseretonline.com>
To: <psccal@state.ut.us>
Date: Wed, Apr 5, 2000 3:04 PM
Subject: Utah Area Codes

REVIEWED BY COMMISSIONERS

STEPHEN F. MECHAM *SM*

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CLARK D. JONES *CJ*

Dear Utah Public Service Commission member:

I read in the March 15, 2000 edition of the Deseret News that there are two proposals for handling the increased demand for phone numbers. I work for a small company that will be adversely affected if we are required to switch to a new Area Code. However, in my opinion that difficulty would be much less difficult to deal with than requiring 10 digits to dial local calls.

My vote is to add a new Area Code without overlaying the existing (801) Area Code. In other words, no 10 digit local dialing.

I have a suggestion to help mitigate the difficulty businesses will have because of the Area Code switch. Is it possible to allow businesses to register their old (801) phone number and have it reused "last"? That way it may take several years before the phone number is reused. During the interim, a recorded message could direct the caller to the new area code. In fact, many businesses would probably be willing to pay a small fee to continue the recorded message beyond the usual time frame.

This plan would work this way: Our business would register our main telephone and fax numbers with the phone company. Customers calling our old number would be directed to call the new area code. After the first year or so, we would start paying to continue this recorded message. Some number of years down the road when the remaining phone numbers were used up (those freed up by residences and businesses who didn't register their old numbers), we would no longer be able to continue with the recorded message and our old numbers would then be reassigned.

Our company sells software over the internet. Our phone numbers are built into the programs. Our customers download a program and then call us to register it. At that time we send them a new version of the program. Versions of our software exist on many computers that we have no control over. It may take years for all the old versions of our software to be replaced with new versions containing a new telephone number.

However, in spite of this difficulty, my vote is still to change Area Codes instead of overlaying the existing (801) Area Code.

Thank you for your consideration.

Kevin Heaton
Insight Software Solutions

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