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Lehi, UT 84043-1519

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UTAH PUBLIC  
SERVICE COMMISSION

May 6, 2000

Utah Public Service Commission  
160 E 300 S  
P.O. Box 45585  
Salt Lake City, UT 84115-0585

REVIEWED BY COMMISSIONERS

STEPHEN F. MECHAM *SM/00*

CONSTANCE B. WHITE *CBW 5/10*

CLARK D. JONES *CJ*

Gentlemen:

*99-999-05*

Recent news reports indicate that Utah will soon require another telephone area code number and you are exploring options for it's implementation. Let me relate a recent experience:

After repeated unsuccessful attempts to FAX some information to a business concern in Farmingdale, NY, I dialed the number on my other phone and received an intercept call rather than the usual buzzing sound for a FAX machine. The message stated the line was busy and offered, for a price, to keep trying and advise when my call could be completed. Instead, I called the business on their (800) number. The lady apologized, explaining that their phones were recently changed from area code 516 to 631 and they neglected to show that change on the correspondence I received. When I expressed surprise that the intercept call did not advise of the change, she said that was "just the tip of the iceberg," noting that when Atlantic Bell made the switch they did not provide any intercept messaging. This of course was most devastating, especially for businesses. She understands the matter has now gone to court. And, she said many customers with two or more lines discovered ( she did not say how, or when) that they had also been assigned two area codes for the same address! She commented it has been a nightmare and the only thing that kept their business going at changeover was their (800) line.

Hopefully Utah will not have to suffer a similar nightmare(s) when our change occurs.

Thanks for your consideration.

Very sincerely,

*Leo H. Loveridge*  
Leo H. Loveridge

cc: The Deseret News  
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