

the park lane

motel, suites & r.v. park

RECEIVED

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November 19, 1990

STATE OF WASH
UTILITY & TRANSPORT
COMMISSION

Mr. Paul Curl, Secretary,
WASHINGTON UTILITIES & TRANSPORTATION COMMISSION
1300 South Evergreen Park Dr., S.W.
Olympia, Washington 98504

Regarding - DOCKET NUMBER UT-900726 / Surcharge LIMITATION

Gentlemen:

I have been following your printed reports very close. The major concern I have as a small motel business is the attempt to limit charges added to the provider fee for long lines and the information call charges to the motel which we pass along to the motel customer. I believe that in the very technical disertation a basic principle has been overlooked.

First off, we as motel operators are very concerned with the welfare of our guests. The missing factor in all the material I have read that comes from your office is that of **competition** which is paramount in our business. We live or die by meeting our competition. If we over-charge for a service or product, we fail, it is as simple as that. The regulated/guaranteed profit industry you are properly concerned with is not part of our industry. We have to provide our services at a fair price or our guests simply go elsewhere.

However, we have a capital cost in equiptment, employee training, collecting charges and space in which to provide this package of service. The current traveller demands ever greater add on service such as touch tone, wake-up service (automatic) and the opportunity to inter-connect to whatever long line/800 service may be out there. This same customer wants to be able to NOT use the telephone book and use directory information service. All of this is very well but like everything in the real world, it has a cost to the provision of these and other "phone related" services we do provide. When you limit our ability to add on off setting charges and allow a profit, you are entering the world of competition we live in and we have to provide such service at fair and reasonable price or in our world we fail. Please understand that to require us to charge no more for information calls than what we are quoted by U.S. West is totally non-sensical. My current quote from U.S. West is 85¢, the guest uses my phone/lines I provide to inter-connect/my credit and you say I must do all this with no mark up. This is rediculous.

To say I have to mark up or dis-figure my phone instrument in my guest rooms with extra information is also rediculous. I have a very complete notice of all charges and how to utilize any

all color tv. • direct dial phones • air conditioned • kitchens & suites • playground

4412 east sprague avenue • spokane, washington 99212 • phone area code 509 • 535-1626

"members of" i.n.w. • bbb • sacc • srcvb • wsla • ahma • i.e.i.a.

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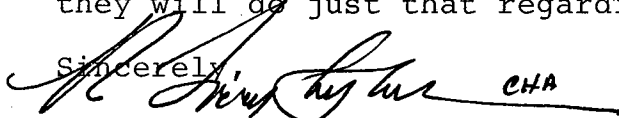
long lines, directory information etc. available in our area to my customers. This notice is posted on the top of every in room phone book and covers 30% of the cover of the phone book. It has to contain all the information in adequate size to be readable. I do not want to purchase some attachment to the actual phone to carry this same information only attach it to the instrument.

In conclusion I wish to emphasize several points on this subject:

1. We are purchasers of a product which we re-sell to our guests with an adequate markup to off set all our expenses in providing this service. We do not create the product - telephone service.
2. When you interfere with the market place - you will go backward and re-create the monopoly Judge Green chose to dis-mantle. The market will correct any abuse, guests will stay in motels with the best service, most comfortable surroundings, safest accommodations and lowest telephone tariffs. Ours is a competitive industry, you do not belong in this industry attempting to expand your regulatory authority into the market place.
3. We have many expenses in providing the many services demanded by the broad spectrum of the travel industry and we must off set the considerable capital costs, administrative costs, billing costs and provider costs in order to do the best job possible in our real world.
4. When "regulators" step into my world, the competitive free market place, and begin to redesign my room equipment to meet their very subjective ideals, they are out of bounds with their license to regulate "monopolies".

I thank you for taking the time to read this testimony. As a small business owner/operator in Spokane, eastern Washington, we cannot attend all the many hearings in Olympia, Washington that effect us. However, we should be heard and our State Representatives and State Senators must protect us from excessive regulators. I hope they will do just that regarding Docket Number UT-900726.

Sincerely,

A handwritten signature in cursive script, appearing to read "R. Terry Lynch", followed by the initials "CHA" in a smaller, blocky font.

R. Terry Lynch, CHA / Owner
The PARK LANE MOTEL, SUITES & R.V. PARK
The SHAMROCK MOTEL

CC: Spokane Legislative Delegation

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