

Inquiry 118058

Customer Information

Customer: Paul Eisenberg

Contact:

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Address Information

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Inquiry Information

Company: Inland Telephone Company T072

Agency rep: Kali Wraspir

Keyword: (None)

Industry: 170 - Telecommunications

Docket #:

Status: Closed

Opened: 7/8/2013

Closed:

Description:

User submitted via the web on 07/08/2013 02:22:00 PM Please explain your complaint in detail. We received the attached letter regarding Inland Telephone's intention to remove the 6,400 acre Suncadia Destination Resort from Inland's ILEC service territory. The letter was dated July 5, was received on July 8 for a hearing on July 11. This is Inland's second attempt to remove the resort from its territory, and we currently receiving essential telephone and data services from Inland for our resort operations. If removed from regulatory oversight, there will be no control over our costs for these services without either regulatory oversight, or a long term price contract. In addition, this is a complex matter and we require specialized legal advice. Our previous telecommunications attorney, John West, who represented us in a prior similar matter, recently retired. Our other telecommunications legal counsel, Brooks Harlow, recently moved to Washington DC. We are seeking new counsel to advise us on this and other matter but cannot complete this in time to obtain adequate advice on this extremely short time frame. We request that this matter be deferred at least 30 days to allow adequate time for Suncadia to evaluate the options and impacts of such a decision. We need to evaluate our alternative means of receiving equivalent services should we be unable to continue services from Inland on acceptable terms. We need to understand such alternatives in advance of deregulation of our current services. The WUTC

should be aware that there are numerous individual property owners within Suncadia, including commercial and residential properties, owned by over 1,000 unrelated parties. It is possible that this decision could affect those owners, none of whom have received any notice of this proposed action. Did you speak to a supervisor from your utility or transportation company? Yes If 'Yes', what was the result? I spoke with James Brooks. Nothing conclusive was discussed, except our concern over the extremely short notice, lack of any communication to us from WUTC staff, and our concerns over potential rate increases. What do you think the company should do to resolve your complaint? The WUTC should delay any action until we can fully analyze and understand the potential impacts on us as a customer and rate payer. Then the WUTC take our concerns into consideration in making a final decision.

Results:

Assigned Kali, forwarded to Kristen Russell