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CHAIRMAN AUTO

PETER K. SAHORA  
GENERAL MANAGER

December 7, 1990

Sharon L. Nelson  
Chairman  
1300 South Evergreen Park Dr. S.W.  
Olympia, WA 98054

Dear Ms. Nelson:

I would like to express and communicate my opinion and position on the proposal to regulate AOS companies. (WAC 480-120-141(9)(c)).

I am in full support of regulation aimed at informing the consumer about the provider of telecommunication services and the price structure of the service offered. I vehemently oppose the proposal to regulate the amount of money a hotel/motel operator can assess for providing such service.

Based on personal experience with an AOS company, my own desire to conduct business in the most ethical way makes me a willing supporter of legislation aimed at regulating this industry. Regretfully we, as managers, had little input on the decision by our owner to enter into an AOS agreement (I have no knowledge of the precise reasons for entering into such an agreement, but financial consideration, i.e. no capital cost for a new system, certainly provides a strong incentive). Since entering this agreement, our owners have realized its negative implications and given us full support in implementing steps to mitigate its impact on our customers. This support has led to changes in long distance service providers (we now offer AT&T long distance services) and greater responsiveness when problems arise.

My opposition towards any restrictions in user fees is motivated by the high capital cost involved in installing a state-of-the-art phone system, the necessary maintenance contract expenses to keep the system running and its ongoing payroll and other operational expenses. Every responsible operator will attempt to stay within a reasonable cost range in order to recoup these costs from those choosing to use the provided service. If restrictions are placed on us, the uncovered costs will have to be recouped through room rate increases. I find this to be unfair to those who do not choose to use in-room phone services.

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The concerned consumer has several options to choose from when the need arises to use the phone in a hotel/motel:

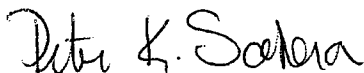
1.) Phone service charges information-We, as a company, have taken steps to provide our guests with information regarding phone charges and other related issues. A rate information card is placed in every guest room next to the phone.

2.) Public phones-We, and most other hotels, offer a large number of public telephones throughout the hotel. The service is provided by US West and AT&T. Options between coin and credit card phones are also available.

3) Calling Cards-Another cost control option, is the greater use of calling cards. These cards are mostly issued by companies for use by its employees while traveling, and by cost conscious consumers. I personally believe that there are enough consumer options available and therefore wish to reiterate my opposition to any regulatory restrictions under consideration.

If I can be of further assistance, please feel free to contact me.

Sincerely,



Peter K. Sahara