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Ms. Marilyn Showalter, Chairwoman, UTC
PO Box 47250
Olympia, WA 98504-7250

Dear Ms. Showalter:

I live in the 425 area code region. Within this area code are numbers that are both local and long distance, and I cannot tell them apart. This problem will be compounded when 564 is overlaid over most of western Washington. The current dialing plan forces me to dial many phone numbers twice, once as a local call and then again as a long distance call. It makes the automatic redial feature of my telephone unusable.

This problem is very, very serious and must not continue to be ignored.

I propose to change the dialing plan to allow *permissive* 11-digit dialing. That is, allow all calls to be preceded by a **1**. Let the switching equipment decide if it is long distance or not and *put the call through*. This must be a permissive plan because sometimes people may want to choose not to make the call if it is a toll call. In these situations, the current dialing plan mandating them to use 10-digit local dialing will suffice. However, in those situations where I/you/they just want to place the call no matter what, provide a way to do it. By preceding the number with a 1, I am making the choice to pay toll *if* the call is a long distance one.

I know the switching equipment is “smart” enough to determine whether a call is local or long distance because *it currently stops most of my calls to new numbers and makes me redial the number*.

I have heard that there may be a plan in the works where a little voice on the end of the line interrupts the call and says something sweet like “The call you are trying to make is a toll call. Please press 1 to continue.” Once again, this is an unnecessary interruption to me. Add this feature, without the “press 1” business, to the 10-digit dialing plan. It will greatly improve it. But **please give me a way to place a call directly, dialing once**. I think whoever offered this solution is forgetting that not every call is placed by someone who is just sitting by the phone waiting for instructions. Many calls today are made by automatic dialers, or people driving cars, or computers, or children. The caller may not

have his or her hands free to press more buttons. **Very often, callers just want to place a call without talking to a phone company computer.**

I have discussed this problem with Rep. Laura Ruderman, as well as with Glenn Blackmon and David Griffith at WUTC. Ms. Ruderman lives in the 425 area code and has expressed a clear understanding of the problem. I believe Mr. Blackmon has come to understand the extent of this problem. But I assure you, if anyone on the Commission does not understand why this is such a problem now, *they will understand when the 564 overlay becomes effective and no one in western Washington can place a call on the first try.*

If this solution is not good enough, that's OK. Come up with a better one. But whatever solution is implemented, it must allow me to place a call directly, the first time.

Best regards,

Patricia K. Atkinson

Cc: Representative Laura Ruderman
Mr. David Griffith
Mr. Glenn Blackmon
Many other people I haven't identified yet including, but not limited to, other elected officials, neighbors, journalists

