



# The Confederated Tribes of the Colville Reservation

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Monday, March 05, 2012

Jeffrey Goltz, Chairman  
Washington Utilities and Transportation Commission  
1300 S. Evergreen Park Dr. SW  
Olympia, WA 98504-7250

Dear Chairman Goltz:

I appreciate the opportunity to address the telecommunications challenges on the Colville Reservation. I am an elected official of the Colville Business Council and represent the Keller District. I reside five miles south east of Keller town proper and two miles from the Keller Ferry landing on Lake Roosevelt with a physical address; 10785 HWY 21(state highway route) and telephone number; (509) 634-4434.

CenturyLink is the local telephone service provider for the Colville Reservation. CenturyLink's antiquated substandard "partyline" service has been phased out in most other places. In a separate letter, the Colville Tribes' Chief of Police, Matt Haney, describes the communications difficulties he encounters at his residence in Keller because of use of partylines. While even third world countries enjoy modern telecommunications network services, the Colville Reservation has only substandard voice services in comparison. I am requesting that the Commission require CenturyLink to upgrade their outdated partyline infrastructure immediately to regular single customer service lines.

One of my constituents, Ms. Gail Kuehne ((509) 634-4357), has indicated that her phone is equipped with caller ID but that CenturyLink has advised her that caller ID is not available in her area. Other customers near Ms. Kuehne, however, do have caller ID. The ability for customers to have access to caller ID should not be an issue in 2012. The Commission should require CenturyLink to upgrade their equipment so that caller ID service is available to anyone on the Colville Reservation who wants it.

Also, CenturyLink is failing to address the problems created by its substandard antiquated landline service. For the past four months I have had unsuccessfully tried to get CenturyLink to address my landline repairs. I continued calling in repair trouble tickets and CenturyLink kept promising they would send a technician, but no one would show-up. The problem I was having was that people would call me and there was a loud chirping noise on the line. It was so loud I could not communicate using the landline. Also, it would sometimes let me hear someone on the

other side, but they could not hear me, and vice versa. When someone would call I can barely hear them in their tiniest voice over the background noise, even with the TV and scanner turned off. This has been extremely frustrating and I have lost my composure with CenturyLink representatives after being told on numerous occasions that my landline was on an antiquated copper cable and there was nothing CenturyLink could do about it right now. I told CenturyLink I was going to cancel my phone service and buy a cell phone booster and antenna for my home and just use my personal cell phone. The repair technicians finally showed up (after four months of complaining) and fixed some type of box along the line and advised that the boxes are old and to bear with them.

If there was adequate reliable cell phone coverage at my residence I would disconnect my residential phone. As an elected tribal official and public servant, I need to have reliable communications for Tribal Government Operations and Public Safety notifications and, most importantly, for the Tribal membership to communicate with me as their Tribal Leader.

Regards,



Sylvia Peasley, Colville Business Council  
Colville Confederated Tribes

cc: Commissioner Patrick Oshie (WUTC)  
Commissioner Philip Jones (WUTC)  
Julius Genachowski, Chairman (FCC)  
Commissioner Robert McDowell (FCC)  
Commissioner Mignon Clyburn (FCC)  
Geoffrey Blackwell, Office of Native Affairs & Policy  
Business Council, Colville Confederated Tribe  
Jim Ronyak, IT Division Director, Colville Confederated Tribes