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BEFORE THE WASHINGTON

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UTILITIES & TRANSPORTATION COMMISSION

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4 In the Matter of Frontier)
Communications Northwest,)
5 Inc.'s Petition to be Regulated)Docket No. UT-121994
as a Competitive)Pages 19-44
6 Telecommunications Company)
Pursuant to RCW 80.36.320.)

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8

PUBLIC HEARING, VOLUME II
Pages 19-44

9

BEFORE

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CHAIRMAN DAVID W. DANNER
UTILITIES & TRANSPORTATION COMMISSION

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Taken at Everett Community College

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Everett, Washington

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24 DATE TAKEN: MAY 23, 2013

25 REPORTED BY: MELONIE RAINEY, RPR, CCR 2797

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A P P E A R A N C E S

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EVERETT, WASHINGTON; MAY 23, 2013

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6:05 P.M.

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CHAIRMAN DANNER: All right, let's go on the record.

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Good evening. You can't see me, maybe you want to move over to

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this side.

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Good evening. This is the public comment hearing for

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the matter before the commission entitled, In the Matter of

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Frontier Communication Northwest Inc's Petition to be Regulated

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as a Competitive Telecommunication's Company Pursuant to RCW

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80.36.320. It is Docket UT-121994.

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This is a matter that arises under a statute in

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Washington State that allows a telecommunication company to

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apply for classification to -- for competitive classification

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for services or as a company. What that means is, in Washington

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State historically telephone companies have been regulated as

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monopolies where utilities and transportation commission has

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established their rates and their service quality and their

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service standards.

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Recognizing that the telephone industry was changing

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and becoming more competitive from the days of the old Bell

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system, state law anticipated that there would be an increase in

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participants in the telecommunication marketplace, and if the --

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1 and if they allowed, if the UTC determined that a company was in
2 fact competitive or participated in a competitive environment,
3 it could change the conditions by which it regulates the company
4 and, in fact, not regulate their rates or have as much
5 regulation of their services. So that was the petition that the
6 company filed with the UTC in December of last year.

7 Since that time, the parties to this case have
8 reached a settlement, which will come before the UTC later this
9 month, and there is a sheet which has been prepared by the
10 public counsel's office of the Attorney General which describes
11 the settlement that will be before the commissioners next -- I
12 can't remember the date -- next Wednesday.

13 My name is Dave Danner. I am the chairman of the
14 UTC. And I am here representing the commission tonight to hear
15 comments of interested members of the public who want to comment
16 on the proposed settlement or the petition by the company.

17 To my right, are the Assistant Attorney General,
18 Simon Ffitch, from the office of public counsel and in the
19 Attorney General's Office, and also Jennifer Cameron-Rulkowski,
20 who is an Attorney General representing the staff of the
21 Utilities and Transportation Commission. And in an adjuratory
22 state before the UTC, the staff operates as an independent
23 party.

24 So with that, I am here tonight to listen to you,
25 because in our decisions, in our deliberations, it's important

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1 that the commission have the benefit of the opinions and the
2 perspectives of people who are customers of the companies or
3 interested in the matter who are not, you know, just the lawyers
4 or the company representatives.

5 So, with that, I want to give an opportunity to
6 people here tonight. I appreciate your taking time out from
7 your evening, your dinner hour, to come and talk to me. And so
8 with that, I would like to invite you to come and share your
9 comments.

10 I would like it if you were planning to speak
11 tonight, I would ask that you stand so I can swear you in. So
12 if you're -- so if you're planning to speak tonight, please
13 stand.

14 (Public speakers stand.)

15 CHAIRMAN DANNER: Please raise your right hand.

16 (Public speakers sworn in.)

17 CHAIRMAN DANNER: All right, so we will start with
18 George Cowan. If you would like to come up to the podium.

19 MR. COWAN: Thank you for the opportunity here.

20 CHAIRMAN DANNER: I just ask you to for the record,
21 because this is being recorded by the court reporter, you tell
22 us your name and your community and where you're from.

23 MR. COWAN: George Cowan, C-O-W-A-N. And I live in
24 the Warm Beach area, which means that it's six miles south of
25 Stanwood.

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1 CHAIRMAN DANNER: Okay. Are you a customer of
2 Frontier?

3 MR. COWAN: Yes.

4 CHAIRMAN DANNER: Are you in any way affiliated with
5 the company?

6 MR. COWAN: No.

7 CHAIRMAN DANNER: So go ahead.

8 MR. COWAN: Okay. Thank you, sir.

9 Yeah, I was -- several years ago I got my computer
10 going and my -- of course my telephones, so forth, and at that
11 time it was Verizon that was handling all of that. And as
12 probably everybody knows, it was Frontier Communications then
13 that did purchase that -- that whole situation, at least from
14 Stanwood area. I don't know how wide it was, but they purchased
15 the -- at least the telephone system and also the internet
16 system from Verizon at that time several years ago. I don't
17 remember. I don't know how long ago that was. Just to kind of
18 give a better background.

19 My greatest concern is that the cost of the internet
20 connection with my computer is quite drastic, the increase from
21 one month just to the next month, that means the last two
22 months. And my internet, which I had the DSL, perhaps everybody
23 goes by DSL, means it's a lower cost of the internet service.
24 It was at -- just two months ago it was \$20.99 for my DSL, and
25 the next month, which is the current month right now, it

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1 increased from 20.99 to 28.49, which is an increase of \$7.50 in
2 one month. And the increase percentage-wise is 35.7 percent.
3 And I make those comparisons with -- without including any of
4 the taxes involved because it would kind of be a little
5 confusing because there has been some difference in the taxes,
6 so I wanted to keep it -- the taxes out.

7 I had a lot of time and never did get to talk to
8 somebody. I tried several hours to try to talk to somebody
9 using the information that Frontier had on the bill, but it was
10 very confusing. I never did get to talk to anybody that really
11 knew about what I was trying to get to. So I thought I better
12 get to the hearing.

13 So that's my greatest concern, is the cost. And I
14 use DSL because I have been retired for many years, I am 81
15 years old, and I have got to watch my budget very, very
16 carefully. And I don't know of any kind of competition there is
17 with the internet connection. I haven't gotten to that. But I
18 wanted to deal with this first of all to see what the decision
19 was going to be.

20 And like -- I could -- if anybody has any questions,
21 sir, everybody, I certainly would try to answer any questions.

22 CHAIRMAN DANNER: All right. Just I would like to
23 ask for some clarification. You said that you tried for several
24 hours to contact Frontier?

25 MR. COWAN: Yes. Not Frontier, no, the state.

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1 CHAIRMAN DANNER: The state.

2 MR. COWAN: Yes. I tried to there and I never
3 could -- I never could get to the right person.

4 CHAIRMAN DANNER: Hmm.

5 MR. COWAN: Some of the time the lines was not
6 active, they were having trouble with the line problem, the
7 telephone line problem for several days apparently, and so
8 delayed me; and then actually this morning I had a little bit of
9 time this morning, I talked to whoever answered the phone, and
10 at that time I was with the Attorney General Consumer Protection
11 Division, someone -- someone told me that from one of the other
12 state agencies, but it wasn't the right person either.

13 CHAIRMAN DANNER: Okay. So you -- you called the
14 state, you called the general state number, and you had people
15 trying to figure out where this call should go?

16 MR. COWAN: One person I talked to told me, Well, you
17 better go to the hearing. So I couldn't talk to anybody. It
18 was just too late to do a complaint and so forth. That was just
19 this morning.

20 CHAIRMAN DANNER: Well, thank you very much for your
21 comments. I point out behind you, towards the door, John Cupp
22 is the with the Utilities and Transportation Commission,
23 consumer protection division, and feel free to talk to him about
24 specifics concerns. I understand there are also representatives
25 of the company here.

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1 Thank you. I appreciate your comments very much.

2 MR. COWAN: Anybody else on the board, any questions?

3 CHAIRMAN DANNER: Well, generally tonight, this is a
4 listening session for all of us on the record now. Afterwards,
5 if you want to corner somebody, feel free.

6 PUBLIC SPEAKER: Okay.

7 CHAIRMAN DANNER: But we've got your comments on the
8 record and we'll go from there.

9 MR. COWAN: Thank you Chairman Danner.

10 CHAIRMAN DANNER: Thank you very much.

11 Glen Scalf, did I get the name right?

12 MR. SCALF: Close. My name is Glen Scalf. Last name
13 is spelled S-C-A-L-F.

14 CHAIRMAN DANNER: But it's pronounced Scalf.

15 MR. SCALF: I'm kind of about the same boat. We live
16 on a very limited budget. We live in the Snohomish area off of
17 three lakes, and we have a bundled service that includes our
18 internet and our telephone. And we had been originally with
19 Verizon, and that was purchased by Frontier. And again, I don't
20 know the date on it. It was several years ago.

21 CHAIRMAN DANNER: Excuse me, so you live in the
22 Snohomish area. Do you live in the community of Snohomish?

23 MR. SCALF: No, we live outside Snohomish, four or
24 five miles. We live off of three lakes area, but it's up by the
25 golf course.

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1 CHAIRMAN DANNER: Thank you.

2 MR. SCALF: Anyway, Frontier took the system over
3 several years ago, and I do know for a fact I have been in this
4 area almost all of my life, and I am quite familiar with it.
5 And Verizon has been there for a long time, and they basically
6 didn't do a lot of work out there on their telephone lines,
7 which I am on DSL so that Affects me.

8 I do know on Three Lakes Road there is three trees
9 that have been laying on the telephone lines and one of them for
10 three years now, and they have not been removed. And I am quite
11 certain Frontier must know about it because they park just about
12 200 feet down the road from the county maintenance shop and eat
13 their lunch there occasionally and they look almost right
14 straight at it. So I know they're personally aware of that.

15 My biggest problem began in February, and my internet
16 service went down and it was down from January 5th to January --
17 February 5th to February 21st. After about five days and
18 several phone calls, I was told that I had a virus on my
19 computer, and I talked to the technician. They said -- and I
20 think the figure was \$100. And I might be off, but I think it
21 was \$100. And for \$16-a-month after that they would put an anti
22 virus program on there.

23 I spent two and a half hours with them on the phone
24 while they erased a number of things from my computer and put
25 their programing in there. My internet came back up. I thanked

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1 him and hung up the phone and my internet went down.

2 I did call back instantly because I had to -- I was
3 running a little bit late at the time to -- I think it was one
4 of my grandkids' basketball game or something. So anyway, I got
5 back home and another two hours on the phone and they had me up
6 again, and it ran for about five minutes and went down again.

7 Then I was told that they were having equipment
8 problems and would likely be without internet service most of
9 the time until the end of July. This was just verified on the
10 telephone call yesterday when my internet service was down
11 again.

12 I demanded -- after that first incident, I demanded a
13 credit for the time I was down and removal of all their
14 programming from my computer. Well, they couldn't get it all
15 out of there, so I had to take it to a computer specialist.
16 Cost me 150 bucks, and that was laid up for a week.

17 Now I am -- I was down again today for a very brief
18 period of time. There is no other internet provider in the
19 area, none, zero, because I have tried. And if I had the
20 opportunity I would switch it in the blink of an eye.

21 I can't see where they say that it is a competitive
22 area when I can choose from them and them only. My phone
23 service, I cannot say I have had any problem with that. I have
24 not. I don't understand if the phone works, why the computer
25 doesn't work, why the internet doesn't work, because that's what

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1 it runs through. And until such a time as they can provide
2 reliable service or there can be some competition in the market
3 that I can -- that's available to me, it's not a competitive
4 market and I am blocked up, period. I have no choice. My
5 choice would be satellite, and that doesn't -- we can't afford
6 it.

7 And I am the same situation as the other gentleman,
8 we're on -- we live on Social Security, that's it, so we have to
9 watch our pennies really close. So, for that reason, I am
10 really opposed to any deregulating of Frontier.

11 Thank you.

12 CHAIRMAN DANNER: Thank you very much.

13 Steve Walcker?

14 MR. WALCKER: Yes. Good morning -- evening.

15 CHAIRMAN DANNER: Mr. Walcker, would you state your
16 name and your address and the community --

17 MR. WALCKER: Steve Walcker, and last name is spelled
18 W-A-L-C-K-E-R. And my address is 13031-27th Place West, and
19 that's Everett, Washington. And I am a Frontier consumer, I am
20 a Frontier stockholder, and I am a Frontier employee.

21 CHAIRMAN DANNER: Alright, proceed.

22 MR. WALCKER: I would like permission to ask a few
23 questions if that's allowed.

24 CHAIRMAN DANNER: Well, normally I would say no for
25 on the record. This is where we listen to you.

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1 MR. WALCKER: Okay.

2 CHAIRMAN DANNER: When we're done or you want to get
3 somebody outside afterwards, then go ahead.

4 MR. WALCKER: Okay, here it comes. Full disclosure
5 as well, I did send an email to Mr. Ffitch and Ms. Rulkowski
6 earlier on prior when Frontier, you know, informed the employees
7 that they were going after pricing flexibility. So I did a lot
8 of reading of the Utility Commission website, and generally I
9 agree that they do face competition in lots of different ways,
10 and as the utility commission I'm aware that they only regulate
11 basic home phone service. Nothing to do with internet, nothing
12 to do with TV service. So I had some concerns about repair
13 standards. And under utility commission, the other document
14 that -- excuse me, the other docket, UTC 090842, the Commission
15 created 30 conditions upon the transfer of ownership from
16 Verizon to Frontier. And one of those things was to have out of
17 services on average equal to 24 hours, and so that -- I was
18 rather concerned about that as a consumer because if I called in
19 to the company and said my phone was broke, you know, you would
20 like a, you know, a reasonable response. And a lot out of
21 services were at 36 hours as I understood. They previously
22 worked 48 to 72 hours. And my understanding was, I believe that
23 -- my understanding is that we moved from 40, 24 -- excuse me,
24 48 hours for out of services and 72 hours for not out of
25 service, to an average of 24 and 36 respectfully.

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1 So as a consumer, I am concerned about repair
2 standards that they not -- in the spirit of minimal regulation,
3 I noticed here from this sheet that you have produced for us
4 that there was no mention of that, that, you know, the company
5 will have the right, I understand, that there has been an
6 agreement met, and the company will raise the rates on basic
7 home phone service. My concern was also that with minimal
8 regulation that the company would have the right to take away
9 every Washington State citizen's right for basic home phone
10 service. That's kind of the way I read some of the documents,
11 so I was concerned about that.

12 And I was also concerned about service order
13 delivery. You know, whenever a customer calls us, and I am not
14 speaking on behalf of the company, I just know as an employee
15 that we need to deliver service within five days 90 percent of
16 the time. So I had those concerns about, you know, is this
17 going to take away my right to have a basic phone service or my
18 neighbor. What about when I call in and I have trouble and what
19 about the ability to deliver service within a reasonable amount
20 of time, within five days? And I noticed that that's not in
21 this information sheet, so that's the question that I really
22 wanted to ask is, Is that affected?

23 Because I generally agree that Frontier faces a lot
24 of competition in the marketplace and that it is not a fair
25 playing field between a regulated entity and information

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1 services, such as Comcast. They are not regulated, except at
2 the FCC level, and that's lightly, at best.

3 And so when we are trying to compete, I witness the
4 company trying to compete in the marketplace, and it's very
5 difficult, I think, and very difficult for them to respond
6 quickly to pricing changes, and that was my understanding of why
7 they wanted pricing flexibility.

8 Obviously it's going to lead to more revenue for the
9 company, but I think that it is important to have fair and
10 equitable treatment between competitors, although they are
11 classified differently.

12 And so the other question I had was, do you foresee
13 in the future more deregulation of the telecom industry, because
14 there is pushing across the United States and other states, in
15 Kentucky and Kansas in particular, AT&T is trying to push to
16 deregulate totally. And Verizon has successfully done that as a
17 result of the natural disaster called Super Hurricane Sandy.
18 Verizon, as you know, is a very large company and they also own
19 a cellular -- the cellular networks. What they have done there
20 is refused to replace the copper networks that have been
21 destroyed and in turn they're putting people on the Voice Link,
22 onto their cellular network. So I see them very ruefully, quite
23 slyly, get in their way by -- in one fell swoop, not only moving
24 people off the regulated industry but into a deregulated
25 environment where they can do whatever they want to do with the

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1 pricing. The New York Public Service Commission is actually
2 tackling that currently.

3 So I'm aware because of the fact that I live and work
4 and I am a 20-year employee, I am a military retiree as well, I
5 have been introduced to the telecom industry since 1979, and I
6 have seen lots of changes come around. And that's just the
7 natural evolution of any industry, I think. And so I was with
8 the Telecommunication Reform Act of 1996, that allowed
9 competition to rather flourish.

10 So those were really what I came to tell you is I
11 generally agree that pricing flexibility needs to be given and
12 allowed, but it needs -- we need moderation in all things. We
13 need safeguards as well. So it's a very delicate balance, I
14 think, to try to reach in regards to service order standards and
15 delivering service within a reasonable amount of time, and not
16 taking away basic phone rights.

17 CHAIRMAN DANNER: Thank you. Mr. Ffitch, do you want
18 to --

19 MR. FFITCH: I just.

20 CHAIRMAN DANNER: You want to address these here
21 or do you want to deal with them later?

22 MR. FFITCH: Mr. Chairman, I was going to indicate to
23 folks, as I said, I will be here afterwards and be happy to talk
24 with Mr. Walcker, and anyone else who would like, about some of
25 the questions.

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1 CHAIRMAN DANNER: Yeah, that would be great.
2 Obviously you can't condense long legal pleadings into a single
3 page.

4 MR. WALCKER: Sure.

5 CHAIRMAN DANNER: But Mr. Ffitch has it all in his
6 head, word-for-word.

7 MR. WALCKER: Thank you for making yourself
8 available.

9 CHAIRMAN DANNER: Thank you for coming tonight and
10 sharing your thoughts. I appreciate it very much.

11 And Carol --

12 MS. EHLERS: There are two ways of pronouncing it
13 correctly. Ehlers is the way they pronounced it during the
14 first World War when it was a sin to be a German. And Ehlers is
15 the way that I used it when I taught German in high school.

16 CHAIRMAN DANNER: Do you have a preference?

17 MS. EHLERS: I accept either of those two. There are
18 other ways that I don't.

19 I am Carol Ehlers. I live at 3998 Wind Crest, that's
20 two words, Lane, in -- outside of Anacortes. I live on the west
21 side of Fidalgo Island, which physically is a San Juan island
22 the way Whidbey Island is, but it is connected with a bridge, so
23 a lot of people don't think about it. It is part of Skagit
24 County.

25 I first came to Skagit County in 1961, and the phone

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1 systems were semi-competent. Nothing has changed. In some ways
2 it's better. There are -- a person can have a single-family
3 line, much more frequently now. The phone systems work much
4 better in terms of duration and what my predecessor here has
5 said. The worst system we have ever had was after Frontier took
6 over in March of 2012 when the power went out and I turned the
7 computers off -- I am not on Verizon DSL, but I am on the dial
8 up, so I use the phone line. I turn the computers off and went
9 to call Puget Power, I could manage to tell them the power was
10 out. The next time the power went out the end of the month I
11 couldn't.

12 Now, you talk about competition. Where I am on the
13 west side of Fidalgo Island, I have a Verizon cell phone that
14 works everywhere else in the world, but doesn't work very well
15 there. AT&T doesn't work there. Sprint works on the west side
16 of the road, but not on the east. So there is no essential
17 competition in the telecom industry for much of Skagit County,
18 and that's where the problem lies. Because no phone company, as
19 far as I can tell, since my experience in '61, has been able to
20 afford to do more than minimum updating of the phone lines in
21 the county. It's too big, it's too varied, they're difficult,
22 the roads are difficult. It's expensive. And for that reason I
23 can understand Frontier's need for more money.

24 But John Cupp told me that when Frontier bought,
25 somebody required them to pay \$59 million in updating so they

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1 could do DSL. God knows where the money went. It didn't come
2 to Skagit County. So we aren't in the modern age in Skagit
3 County.

4 If Comcast happens to be in the neighborhood and you
5 can afford \$113 to \$140 a month in order to have it, then you
6 can have computer access. But Comcast, because it's not
7 regulated, has decided to take the battery out of their phone
8 component for individuals so that when the power goes out you
9 won't be able to call the power company on Comcast with Skype.
10 You aren't able to do it with Frontier. I found that you can't
11 do it with the Verizon cell phone. My neighbors found you can't
12 do it with AT&T. We didn't know about Sprint until more
13 recently. Now that's not safe.

14 I pay attention to the emergency management process,
15 because at the University I was involved in that. They need
16 desperately to be able to notify the County if there is a
17 30-inch rain coming, and therefore everybody has to get out of
18 all the low ground. They can't do it. Because there is no --
19 in this modern age, with all of the stuff that should be, they
20 can't do it.

21 Now, we used to be able to use television, but that
22 doesn't work. We get British Columbia beautifully, but we can't
23 get Seattle. The radio used to be useful, but in Anacortes I
24 can no longer get KOMO when I am driving down the road.

25 So the idea of having deregulated communication

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1 system sounds wonderful in the justice department when they
2 decide we want four major telecoms and so there is real
3 competition. And that probably works in New York -- well, it
4 doesn't work in New York from what I have just heard. It
5 probably works some places. But I would like at least one
6 that's competent.

7 Now, I have a good education, and one of the things I
8 have learned is that you need a check and balances. And
9 completely unregulated sector in this country, if you read the
10 Wall Street Journal, which I do, has led to problem after
11 problem after problem. Think of what happened at WorldCom and
12 Tyco, when they cheated royally, and everyone wanted to know why
13 Verizon and AT&T couldn't do what those two were doing, and then
14 they discovered those two were a sham. Now, they convicted them
15 for fraud, but it didn't help the people caught in the fraud.

16 So, for that reason, I want regulation. I don't want
17 it heavy handed, I certainly don't want it ham handed, or the
18 sort of thing that says we will get rid of 100 watt bulbs so we
19 can drive electric cars in our attempt to deregulate
20 electricity, if you see what I am getting to. But we have to
21 have a communication system.

22 Now, in terms of the internet, we have to have that
23 too. And the number of people who are on limited income in at
24 least northwest Washington, although the census tells you and
25 the data that you -- various governments have, tell them if they

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1 look, they brush it aside as if to say it isn't important. They
2 talk about communicating in my county, there is a big deal about
3 communicating land use things with the public. And they're
4 putting this on the internet and that on the internet and
5 something else on the internet, but you can't get it, or it
6 comes sporadically. Or the worst kind of tale is where -- and
7 this sounds strange in this time -- but when people are on some
8 kind of services, it's kind of hard to figure out if it's
9 telephone or just something like Clearwire or what the origin of
10 it is because you have never heard of the companies before.
11 They cannot tell on the 20th of May whether they have any
12 gigabytes left on their data service, which they use partly for
13 telephone, for the end of the month. A computer company can't
14 tell you to the minute how much time they have? Well, that's a
15 game, you see, to have the person run over and they charge an
16 extra fee. And that is something to worry about too because
17 Frontier advertises weekly in one media or another, comes in the
18 newspaper, it comes in the mail, so does Dish and some of the
19 others, they advertise about what wonderful service they can
20 provide. And I thought I wanted it, but there was a meeting in
21 Skagit County, sponsored by the Economic Development
22 Association, EDASC, and Angela Rue from the federal government
23 broadband committee, they had a meeting at the commissioner's
24 office to which no person involved in government at all came
25 except the tech dean at the college, who said the majority of

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1 places in Skagit County, you can't take a dial up course, an
2 online course.

3 Now, I went to that. Frontier was the only
4 professional company who was there. I credit them with that.
5 Nice woman sat behind me. She knew what she was talking about.
6 I asked her if I could have DSL service with them. She said,
7 No, the wiring is inadequate.

8 Now, this wiring that's inadequate, GTE told me was
9 baling wire from the 1930s. And I suspect that he was being
10 quite honest.

11 Are you getting the picture of an area where the
12 phone company needs help and the public needs help? And I am
13 not sure that you folks are the ones who can give it all, but I
14 was hoping tonight that I could bring up the question, in an
15 appropriate forum, and start a discussion.

16 CHAIRMAN DANNER: Again, thank you very much for
17 coming tonight and sharing your thoughts. This is not a place
18 for a two-way discussion.

19 MS. EHLERS: I know that.

20 CHAIRMAN DANNER: But certainly we have your comments
21 on the record and we will take them under consideration as we
22 move forward. Thank you very much.

23 MS. EHLERS: Oh, and one other thing: Thank you for
24 once for having a hearing to which we can come to without
25 three-and-a-half-hour drive through Seattle.

0042

1 CHAIRMAN DANNER: You're very welcome.

2 Okay, that is all the people who have signed up. Are
3 there others who have -- all right.

4 So, again, this is a matter that there is a -- a
5 settlement before the commission, which they will be hearing in
6 Olympia on next Wednesday, and they will be deliberating after
7 that to determine whether to reject, approve or modify the
8 settlement, and so that is something that will be taken into
9 consideration and will issue an order in due course.

10 In the meantime, if you have other comments you would
11 like to make or if you have friends and neighbors that would
12 like to comment, they are -- John, are we still taking written
13 comments?

14 MR. CUPP: I have not heard.

15 CHAIRMAN DANNER: Certainly we will receive any
16 written comments that anyone would like to send to us in --
17 through the mail, on the email or telephonically.

18 John, is that correct? Are we taking telephone
19 comments as well.

20 MR. CUPP: Yes.

21 CHAIRMAN DANNER: So I do appreciate everyone's
22 participation here tonight. If -- I see there are company
23 representatives here. If you have any questions or anything you
24 would like to ask the company that are here, Mr. Ffitch is
25 available afterwards as well.

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1 So with that I think we can go off the record and we
2 are adjourned.

3 (Concluded at 6:43 p.m.)

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C E R T I F I C A T E

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3 STATE OF WASHINGTON

4 COUNTY OF SNOHOMISH

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7 I, Melonie Rainey, a Certified Shorthand Reporter and
8 Notary Public in and for the State of Washington, do hereby
9 certify that the foregoing transcript is true and accurate to
10 the best of my knowledge, skill and ability.

11

12 IN WITNESS WHEREOF, I have hereunto set my hand and seal
13 this 10th day of June, 2013.

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20 MELONIE RAINEY, RPR, CCR

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24 My commission expires:

25 SEPTEMBER 2013