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Phone # 253 846-0153

Phone: (253) 846-0153 (transfer)

Complaint: 54313 Serviced by: Roger Kouchi
Opened on: 08/05/99 Grouped by: Delayed Service

Description:

6/20 Requested service.

- 6/26 U S WEST lost order. U S WEST said they would come out on 7/8.
- 7/8 U S WEST said he needed to dig trench.
- 8/3 U S WEST came out. Told him they don't have trunk lines. Need new cable.

I would like the Commission to consider requiring that the phone company be required to provide data transmission service and peripheral (I.E. Wireless OR cellular Phone modem) hardware as needed for internet connectivity.

The phone company should provide an additional cellular Phone for this service as it is unreasonably cumbersome to connect and disconnect the equipment each time you want to connect to the internet. I am a software engineer and require data connectivity.

I would like to see the phone company be required to offer a cellular Phone at the time of the first visit to hook up the phone service, and it is determined that further infrastructure is required.

Immediately upon request for service is made outside of the standard hook up zone, and the zones should be pre defined.

The phone company should be required to install the phone within 30 days of service request or be required to pay to customer the total sum of the previous years Bill per month or \$500 until they can install the service

For new customers \$500 per month until service can be installed.