

Exchange: Kemmerer

Telephone Company: U S WEST

Switch Type: Electromechanical

Available Services: Flat Rate service, Touch Tone dialing, PBX Trunks, Direct Inward Dialing

Inter-Office Facilities: Digital

Trouble Reports: Trouble reports average between one (1) and two (2) per day.

Held Orders/Regrades: Thirteen (13)

Emergency Services: 911

Upgrade Plans: Under its business as usual plans, U S WEST Communications plans to install a digital switch in the Kemmerer central office in 1997, and provide one-party service to the majority of multi-party customers. During the remainder of 1993, \$200,000 will be spent to upgrade outside distribution and feeder facilities within the exchange.

Public Comment:

(1) **Mayor Jim Carroll (TR 101):** Commission should direct U S WEST to upgrade to digital switch in 1994 and, failing this, should sell the exchange to an independent who is willing to upgrade and provide reliable service and modern basic service options.

(2) **Mary Shelby (South Lincoln Medical Center) (TR 75):** Concern was expressed regarding the loss of service and inability of outside services and physicians to reach the hospital, creating a grave risk in life threatening situations. **Kathy Parks (EMT),** expressed similar concerns. **Chuck Young** also voice a need for a switch that would allow implementation of E911.

(3) **Steve Golar (Administrator, City of Kemmerer) (TR 92):** The City has pursued many avenues with U S WEST, to expedite the process of modernization and seeks expedited treatment of a modernization plan.

(4) **Marta Gunter (Southwest Utility Users Association) (TR 69):** Encouraged all who are having problems with U S WEST service to make their complaints known to the Company, and voice their concerns about telecommunications needs.

Exchange: La Barge
Telephone Company: U S WEST
Switch Type: Electromechanical
Available Services: Flat Rate service, Touch Tone dialing, PBX Trunks
Inter-Office Facilities: Digital
Trouble Reports: 1(one) every 2 (two) days
Held Orders/Regrades: Not reported
Emergency Services: 911
Upgrade Plans: See Kemmerer. La Barge is proposed to be sold
Public Comment: No comments specific to the La Barge exchange were presented.

Exchange: Cokeville

Telephone Company: All West Communications, Inc.

Modern Basic Service: Digitally switched, one-party, tone dialing, 911 emergency with voice and data capability at 9600 baud, with Extended Area Service available where economically feasible and justifiable.

Switch Type: GTD-5, digital remote off Randolph, Utah, host switch.

Available Services: Touch Tone dialing, BETRS, 9600 Bit/second data transmission, Mobile Telephone service, Speed Dialing, 3-Way Calling, Call Forwarding, Auto Recall, Call Waiting, Auto Call Back, Toll Restriction/Toll Denial, Multiline Trunk Hunting, Special Access/Private Lines, Semi-public Telephones, Public Telephones, E911 Capable, 900 Call Blocking.

Inter-Office Facilities: Digital

Trouble Reports: Not reported

Held Orders/Regrades: Not reported

Emergency Services: 911

Upgrade Plans: 1993-\$50,000 for BETRS; \$25,000 for generic upgrade to the digital switch; a fiber optic link to Randolph, Utah, to be complete by 1996, costing around \$250,000.

Public Comment: Comment from persons desiring telephone service expressed that they would like to have service provided by All West since they were unable to get service from U S WEST. U S WEST and All West indicated they were in negotiations for transfers of certificated areas for these customers.

Exchange: Afton

Telephone Company: U S WEST

Switch Type: Electromechanical

Available Services: Flat Rate service, Touch Tone dialing, PBX

Inter-Office Facilities: Analog and digital facilities

Trouble Reports: 2 (two) per day

Held Orders/Regrades: Not reported

Emergency Services: 911

Upgrade Plans: 1993-\$27,000 to provide additional outside distribution and feeder facilities; 1997 modernization plan would replace the analog switch with a digital central office switch and provide one-party service to the majority of Afton multi-line customers.

Public Comment: Extensive public comment was taken, from Mayor Michael Hunsaker, as well as many others representing business and service providers and local residents. Considerable interest was expressed for Extended Area Service between the upper and lower Star Valley; concern over the poor quality of the local network; and support was voiced for the enhanced services that are available in other locations that the residents and business community want and need. Many mentioned "state of the art" services, for data transfer, FAX lines and access to multiple interexchange carriers. Some raised the issue of the Silver Star system in Alpine being digital, with enhancements available, while Afton (U S WEST) is saddled with an electromechanical switch that does not provide enhanced services. Moreover, a petition from Afton residents in support of Silver Star Telephone being their telephone provider was filed and mentioned in the comments.

Exchange: Alpine including Freedom, Thayne, Bedford, and Etna

Telephone Company: Silver Star Telephone Company

Switch Type: Digital DMS 10-400 switch

Available Services: Call waiting, 3-way calling, speed dialing, call forwarding, teen service 100% buried cable, local loop grooming to 9.6 kbs, BETRS, and \$5,000 free construction for line extension.

Inter-Office Facilities: Digital

Trouble Reports: 1991 65% had no trouble; 1992, 78%; 1993 year to date 83% had no trouble with Silver Star Telephone.

Held Orders/Regrades: 2 to 5 held orders per week are typically filled within 10 days where new construction to the premises is necessary.

Emergency Services: 911, with E911 available upon valid request from Lincoln County

Upgrade Plans: 1993 complete fiber optic long distance cable to Jackson; equal access service to all customers by the end of 1994; Extended Area Service by the end of 1995

Public Comment: Public Comment, generally centered around a desire for Extended Area Service for the upper and lower Star Valley; also see Afton public comment.

Exchange: Pinedale including Daniel, Boulder, and Big Piney

Telephone Company: Telephone Utilities of Wyoming d/b/a PTI Communications

Switch Type: Digital, DMS 10

Available Services: Touch Tone dialing, toll restriction, 1+ and 0+ dialing, equal access, call waiting, call forwarding, 3-way calling; speed call -8, speed call-30 ACSO, Digitrex (also known as Centrex), trunk hunting, wire maintenance plan

Inter-Office Facilities: Digital and analog microwave

Trouble Reports: Average index per 100 lines: Pinedale-1.6%, 141; Boulder-4.1%, 39; Daniel-1.9%, 19; Big Piney 2.2%, 113

Held Orders/Regrades: 9-Pinedale; 8-Boulder; 15-Daniel; 5-Big Piney with all in various stages of construction with work orders assigned and permits applied for. All current held orders should be completed with 60 days, maximum.

Emergency Services: 911 with E911 available

Upgrade Plans: \$130,000 in 1993 on the Pinedale/Cora highway project and \$420,000 on miscellaneous switching and outside plant cable replacements or additions; \$450,000 in 1994 to upgrade the Farson switch to digital (DMS 10), \$1,618,000 in 1995; \$932,000 in 1996; \$545,000 in 1997

Public Comment: (1) Sue Wells (Utah Power and Light) emphasized the need for constant availability of long-distance lines. Some problems had occurred in the past, with her company's 800 lines, but this was resolved. Company representatives explained that U S WEST had been the root of the problem, but that it had been corrected.

Exchange: Boulder (see Pinedale)
Telephone Company: Telephone Utilities of Wyoming (PTI)
Switch Type:
Available Services:
Inter-Office Facilities:
Trouble Reports:
Held Orders/Regrades:
Emergency Services:
Upgrade Plans:
Public Comment:

Exchange: Daniel (see Pinedale)
Telephone Company: Telephone Utilities of Wyoming (PTI)
Switch Type:
Available Services:
Inter-Office Facilities:
Trouble Reports:
Held Orders/Regrades:
Emergency Services:
Upgrade Plans:
Public Comment:

Exchange: Big Piney (see Pinedale)
Telephone Company: Telephone Utilities of Wyoming (PTI)
Switch Type:
Available Services:
Inter-Office Facilities:
Trouble Reports:
Held Orders/Regrades:
Emergency Services:
Upgrade Plans:
Public Comment:

Exchange: Jackson, including Moose

Telephone Company: U S WEST

Switch Type: Digital, stored program control

Available Services: Measured/Flat Rated service, Touch Tone, PBX, Equal Access, E911 (pending install), Multiline hunting, Direct Inward Dialing, Toll Restriction, IntraCall, Teelink, Centron, Digital Connectivity, Call Waiting, Call Forwarding, Speed Dialing, Custom Ringing, 3-Way Calling, Enhanced Centron Service, Extended Area Service is in place from Moran to Jackson, essentially creating an EAS area from Bondurant to Togwotee Lodge, including Teton Park

Inter-Office Facilities: Digital

Trouble Reports: Drop protector: 26%; outside plant: 53%; central office: 21%. Average time to clear trouble reports is 12 hours, with an average of 6 per day in Jackson.

Held Orders/Regrades: 103 held orders-58 held regrades

Emergency Services: 911, E911 (pending installation in the first part of 1994)

Upgrade Plans: 1993-\$2,180,000 to provide additional outside distribution and feeder facilities to meet customer demand including 24 held orders; incremental modernization includes digital central offices to Mammoth, Old Faithful and Lake, digital interoffice facilities and one-party service to all customers; 1995 - one-party service to the majority of Jackson multi-party customers; 2001 - provide one-party service to the majority of Moran multi-party customers.

Public Comment:

(1) **Paul Brownlee** (MCI Telecommunications, Inc.) (TR 40-64): Discussed the growth of MCI, nationally and internationally. MCI is an all digital network, with 90% of its facilities being fiber. MCI's focus will be to enter alliances with international partners and vendors, to become active in the Personal Communications Network (PCN) to compete with local exchange carriers as the technology becomes available and to provide services demanded by its customers such as voice, FAX, E-mail and provide "bandwidth on demand". For modern services to be provided in Wyoming, cooperation between U S WEST and the independent companies is essential. Moreover, in Brownlee's opinion digital technology is not necessary unless the customer base demands the services that it offers.

(2) Several others commented on service problems and their need for reliable service in some areas of the exchange, where deterioration of outside plant has caused problems.

(3) **Tom Nelson** (Superintendent of Public Schools for Teton County) (TR 30): Expressed a desire for a system capable of providing compressed video for remote education projects.

Exchange: Yellowstone ParkLake, Mammoth, Old Faithful

Telephone Company: U S WEST

Switch Type: Digital, Stored Program Control

Available Services: Measured/Flat Rated service, Touch Tone, PBX, Equal Access, E911 (pending install), Multiline hunting, Direct Inward Dialing, Toll Restriction, IntraCall, Teenlink, Centron, Digital Connectivity, Call Waiting, Call Forwarding, Speed Dialing, Custom Ringing, 3-Way Calling, Digital Connectivity (except Old Faithful)
Optional One Way Extended Area Service is available

Inter-Office Facilities: Digital

Trouble Reports: see Jackson

Held Orders/Regrades: see Jackson

Emergency Services: 911

Upgrade Plans: see Jackson

Public Comment:

Exchange: Alta
Telephone Company: U S WEST
Switch Type: Digital, Stored Program Control
Available Services: Flat Rated service, Touch Tone dialing, PBX trunks
Inter-Office Facilities: Digital
Trouble Reports:
Held Orders/Regrades:
Emergency Services:
Upgrade Plans:
Public Comment:

Exchange:	Basin
Telephone Company:	U S WEST
Switch Type:	Electromechanical
Available Services:	Flat Rate service, Touch Tone dialing, Private Branch Exchange Trunks
Inter-Office Facilities:	Digital
Trouble Reports:	Trouble reports averaged one (1) per day during calendar year 1992.
Held Orders/Regrades:	Four (4)
Emergency Services:	911
Upgrade Plans:	Under its business as usual plans, U S WEST Communications plans to invest \$110,000 in additional facilities in 1993 in order to meet customer demands for service and to retire eight held orders in Basin, Greybull, Thermopolis, and Worland areas.
Public Comment:	No comments specific to the Basin exchange were presented.

Exchange: Burlington

Telephone Company: Tri County Telephone Association

Switch Type: Digital

Available Services: Flat Rate service, Tone/Touch Tone dialing, Call Waiting, Call Forwarding, Toll Denial, Private Branch Exchange Trunks, Multi-Line Hunting, Direct Inward Dialing, Three-Way Calling, 911, Speed Calling, E911 capable

Inter-Office Facilities: Digital

Trouble Reports: Not reported

Held Orders/Regrades: Not reported

Emergency Services: 911

Upgrade Plans: Under its business as usual plans, Tri County stated that it had no plans to install fiber optic cable, however, it is looking at upgrading its existing cable carrier system or replacing the cable carrier system with digital loop carrier.

Public Comment: No comments were presented specific to the Burlington exchange.

Exchange: Casper

Telephone Company: U S WEST

Switch Type: Stored Program Control (Analog)

Available Services: Measured or Flat Rate service, Touch Tone dialing, Private Branch Exchange Trunks, Equal Access, E911, Multiline Hunting, Direct Inward Dialing, Toll Restriction, IntraCall, Custom Ringing, Teenlink, Three-Way Calling, Call Waiting, Call Forwarding, Speed Call, Centron Service, Enhanced Centron Service, Digital Connectivity, Voice Messaging - to be available in July 1993.

Inter-Office Facilities: Casper to Glenrock, Midwest, and Shoshoni - Digital, Casper to Shirley Basin - Analog

Trouble Reports: Trouble reports average seventeen (17) per day during calendar year 1992

Held Orders/Regrades: Eleven (11) for Casper and Midwest Exchanges

Emergency Services: E911

Upgrade Plans: Under its business as usual plans, U S WEST Communications plans to invest \$2,144,000 in additional facilities in 1993 in order to meet customer demands for service and to retire nine held orders in Casper and Midwest. U S WEST intends to replace the Casper analog central office with a digital switch in 1994.

Public Comment:

(1) **Lindel Carriger (Wyoming Medical Center) (TR 40-42):** Addressed applications of telecommunications technology on health service and the pressing need for the exchange of data between health care facilities through the use of fiber and digital technology. Expressed need for more effective networking with other health care providers in the State of Wyoming and the utilization of compressed video within the context of health care.

(2) **Tom Morton (Casper Star Tribune) (TR 43-46):** Expressed need for cost analysis and consideration of social, economic, and educational costs to the State of Wyoming and the migration of jobs and young adults out of Wyoming if investment in telecommunications is not made.

(3) **Diane Johnston (Wyoming Industrial Development Corporation) (TR 47-48):** Expressed concerns of prospective companies considering a move to Wyoming and their needs for compressed video and high speed digital facilities. Company and economic development concerns regarding the capabilities of the telecommunications network in the State of Wyoming.

(4) **Leslie Boughton (Natrona County Public Library) (TR 49-50):** Concern was expressed regarding the ability to develop a Wyoming Library data base on a statewide basis and the ability to transmit data via existing telecommunications facilities. Identified specific policy goals including single party service, digital switching, the availability of touch tone and custom calling features, improved quality of service capabilities which provide for rapid and reliable data transmission and facsimile, equal access to competitive carriers, access to value-added data networks.

(5) **Carl Adrian** (Casper Area Economic Development Alliance) (TR 51-52): Emphasized the need for adequate infrastructure, including telecommunications infrastructure, in community as key to economic growth and development.

(6) **Linda Witke** (City of Casper) (TR 57-58): Expressed concern that technology being discussed as part of modernization plan is already currently in place in other parts of country and concern that long term investment in these technologies will still leave Wyoming behind.

(7) **Elaine Bennett** (AT&T Communications, Inc.) (TR 63-79): Ms. Bennett made a presentation regarding Integrated Services Digital Network (ISDN) and Extended Area Service (EAS). These comments are addressed in other portions of this report.

Exchange: Clark

Telephone Company: Project Telephone Company

Switch Type: Digital

Available Services: Flat Rate service, Touch Tone dialing, Private Branch Exchange Trunks, 911, Multi-Line Hunting, Direct Inward Dialing, Toll Restriction, Three-Way Calling, Call Waiting, Call Forwarding, Speed Calling, E911 capability

Inter-Office Facilities: Digital

Trouble Reports: Not reported

Held Orders/Regrades: Not reported

Emergency Services: 911

Upgrade Plans: Under its business as usual plans, Project proposes under its five year construction plan to include the addition of fiber optics cable in the local loop and switch upgrades. Project has not calculated the cost of these upgrades due to its proposed acquisition of exchanges in Montana.

Public Comment: No comments were received specific to the Clark exchange

Exchange: Cody

Telephone Company: U S WEST

Switch Type: Stored Program Control (Digital)

Available Services: Measured or Flat Rate service, Touch Tone dialing, Private Branch Exchange Trunks, Equal Access, Multiline Hunting, Direct Inward Dialing, Toll Restriction, Teenlink, Three-Way Calling, Call Waiting, Call Forwarding, Speed Call, Centron Service, Digital Connectivity

Inter-Office Facilities: Digital

Trouble Reports: Trouble reports average five (5) per day during calendar year 1992

Held Orders/Regrades: Sixty-Eight (68) in Cody, Frannie, Lovell, Meeteetse and Powell exchanges

Emergency Services: 911

Upgrade Plans: Under its business as usual plans, U S WEST Communications plans to invest approximately \$1,354,000 in 1993 in additional facilities to meet customer demands for service including the retiring of 68 held orders in Cody, Frannie, Lovell, Meeteetse and Powell

Public Comment:

(1) **Barbara Wagner** (Wyoming Library Association of School District Librarians) (TR 35): Expressed the need for telecommunications services which will provide school children in Wyoming with the same educational opportunities that are available in other states. Interest by the Library Association in all telecommunications technologies including compressed video and the ability to tie into interlibrary networks within and outside the State. Indicated that the libraries considered 9600 baud as the minimum standard for data transmission.

(2) **Charlie Paben** (Director of Park County Library System and Chairman of Public Library Section for State of Wyoming) (TR 51-53): Expressed concern that in providing information to the school systems and the public it is imperative to have access to fast and clean data transmission lines at affordable rates. Also need to look at access to data bases in libraries to the home so that small communities have access to the information. Wyoming Library Association to provide a networking plan to the Commission and U S WEST. Stated that operating at 9600 baud for data transmission was necessary for the libraries and the schools to share data bases.

(3) **Gary Begeman** (Cellular One in Cody) (TR 57-60): Indicated problems with data transmission and inability to get data transmission at over 2200 baud per minute. Believes that 9600 baud is the minimum standard for data transmission in the rest of the country except in Wyoming.

(4) **Scott Hecht**: Expressed concern regarding the inability to transmit via facsimile from Heart Mountain to Cody and Powell.

(5) **State Representative Cale Case** (Representing Fremont County and Yellowstone Economic Development District) (TR 35-43): Satisfied with the digital switch in Lander but expressed need for more features and upgrades such as

ISDN. Stated that the public want more than plain old telephone service and the need to get away from value of service pricing of services and the need to move toward long-run marginal cost basis for setting rates. Expressed concern regarding the high rates associated with intrastate long distance service. Stated that Extended Area Service is not always necessary if it results in everyone paying higher rates which benefit only a small segment of the population.

Exchange: Dubois

Telephone Company: Dubois Telephone Exchange, Inc.

Switch Type: Digital

Available Services: Flat Rate Service, Touch Tone Dialing, Private Branch Exchange Trunks, E911, Multi-Line Hunting, Direct Inward Dialing, Toll Restriction, Three-Way Calling, Call Waiting, Call Forwarding, Speed Calling, Digital Centrex

Inter-Office Facilities: Digital

Trouble Reports: Not reported

Held Orders/Regrades: None

Emergency Services: E911

Upgrade Plans: Under its five year construction plan, Dubois Telephone's goal is to have at least 90% of all its customers no further than 18,000 feet from a fiber terminal. Dubois Telephone states that eventual upgrading to outside plant and switches will allow for the provision of ISDN, Caller I.D. and other CLASS services, two-way interactive video, video on demand, high-speed data services, remote telemetry, Signal System Seven. Dubois Telephone estimates the cost of the five year plan at \$7.5 million.

Public Comment: (1) **Ms. Moczicki** (Chairman of the Dubois Planning Commission and bookshop owner): Expressed interest in the GO 67 hearings generally as it relates to planning issues which may affect the Town of Dubois. As a business owner expressed satisfaction with service provided by Dubois Telephone, however, would like U S WEST to make discounted in-state toll calling rates available to Dubois Telephone so that Dubois Telephone could make similar discounts available to its customers.

Exchange: Frannie

Telephone Company: U S WEST

Switch Type: Electromechanical

Available Services: Flat Rate service, Touch Tone dialing, Private Branch Exchange Trunks

Inter-Office Facilities: Analog

Trouble Reports: Trouble reports average one every four days during calendar year 1992.

Held Orders/Regrades: Sixty-Eight (68) in Cody, Frannie, Lovell, Meeteetse, and Powell exchanges

Emergency Services: 911

Upgrade Plans: Under its business as usual plans, U S WEST Communications plans to invest approximately \$1,354,000 in 1993 in additional facilities to meet customer demands for service including the retiring of 68 held orders in Cody, Frannie, Lovell, Meeteetse, and Powell

Public Comment: (1) **Shane Roberts** (Mayor of Frannie) (TR 44-46): Indicated that a poll had been conducted in Frannie and the overwhelming majority indicated that they wanted Extended Area Service with a larger exchange such as Powell or Lovell. Indicated that people in Deaver would also want some form of Extended Area Service.

Exchange: Gas Hills

Telephone Company: U S WEST

Switch Type: Electromechanical

Available Services: Flat Rate service, Touch Tone dialing, Private Branch Exchange Trunks, E911

Inter-Office Facilities: Analog

Trouble Reports: Trouble reports average one every thirty-seven (37) days during calendar year 1992

Held Orders/Regrades: Twenty-nine (29) for Gas Hills, Jeffrey City, Lander, Shoshoni, Riverton Exchanges. An additional thirty-three (33) held orders pending right-of-way acquisition on Wind River Indian Reservation

Emergency Services: E911

Upgrade Plans: Under its business as usual plans, U S WEST Communications plans to invest \$1,483,000 in additional facilities in 1993 in order to meet customer demands for service and to retire twenty-nine (29) held orders in Jeffrey City, Gas Hills, Lander, and Shoshoni areas.

Public Comment: No comments specific to the Gas Hills exchange were expressed.

Exchange: Greybull

Telephone Company: U S WEST

Switch Type: Electromechanical

Available Services: Flat Rate service, Touch Tone dialing, Private Branch Exchange Trunks

Inter-Office Facilities: Digital

Trouble Reports: Trouble reports averaged one per day during calendar year 1992

Held Orders/Regrades: Two (2)

Emergency Services: 911

Upgrade Plans: Under its business as usual plans, U S WEST Communications plans to invest \$110,000 in additional facilities in 1993 in order to meet customer demands for service and to retire eight held orders in Basin, Greybull, Thermopolis, and Worland areas.

Public Comment: No comments specific to the Greybull exchange were presented.

Exchange: Hamilton Dome

Telephone Company: Tri County Telephone Association

Switch Type: Digital

Available Services: Flat Rate service, Touch Tone dialing, Private Branch Exchange Trunks, 911, Multi-Line Hunting, Direct Inward Dialing, Toll Restriction, Three-Way Calling, Call Waiting, Call Forwarding, Speed Calling

Inter-Office Facilities: Digital

Trouble Reports: Not reported

Held Orders/Regrades: Not reported

Emergency Services: 911

Upgrade Plans: Under its business as usual plans, Tri County states that it has no plans for the installation of fiber optics. Upgrades to existing cable carrier systems under review with possible use of digital loop carrier as replacement.

Public Comment: No comments specific to the Hamilton Dome exchange were presented.

Exchange: Hyattville

Telephone Company: Tri County Telephone Association

Switch Type: Digital

Available Services: Flat Rate Service, Touch Tone Dialing, Private Branch Exchange Trunks, 911, Multi-Line Hunting, Direct Inward Dialing, Toll Restriction, Three-Way Calling, Call Waiting, Call Forwarding, Speed Calling

Inter-Office Facilities: Digital

Trouble Reports: Not reported

Held Orders/Regrades: Not reported

Emergency Services: 911

Upgrade Plans: Under its business as usual plans, Tri County states that it has no plans for the installation of fiber optics. Upgrades to existing cable carrier systems under review with possible use of digital loop carrier as replacement.

Public Comment: No comments specific to the Hyattville exchange were presented.