

Exchange: Jeffrey City

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 (1) every six (6) 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 Jeffrey City Exchange were presented.

Exchange: Lander

Telephone Company: U S WEST

Switch Type: Stored Program Control (Digital)

Available Services: Flat Rate Service, Touch Tone Dialing, Private Branch Exchange Trunks, 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

Inter-Office Facilities: Digital

Trouble Reports: Trouble reports average three (3) per day 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 (pending installation)

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. Digital switch installed in Lander in February of 1993.

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

Exchange: Lovell

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 average two (2) 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 sixty-eight (68) held orders in Cody, Frannie, Lovell, Meeteetse, and Powell.

Public Comment: (1) **Ron Ferguson** (TR 47-48): Expressed concern that smaller communities are being held back by lack of modern equipment and services available in the larger communities. Has no objection to paying additional rates for additional services.

Exchange: Meeteetse

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 average one (1) every two (2) 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 sixty-eight (68) held orders in Cody, Frannie, Lovell, Meeteetse, and Powell.

Public Comment: No comments specific to Meeteetse exchange presented.

Exchange: Midwest

Telephone Company: U S WEST

Switch Type: Electromechanical

Available Services: Flat Rate Service, Touch Tone Dialing, Private Branch Exchange Trunks, Equal Access, E911

Inter-Office Facilities: Digital

Trouble Reports: Trouble reports average one every two (2) days 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 1993 in providing additional facilities to meet customer demands for service including the resolution of nine held orders in the Casper and Midwest exchanges.

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

Exchange: Powell

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: Powell to Cody - Digital; Powell to Frannie - Analog

Trouble Reports: Trouble reports average two (2) 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 sixty-eight (68) held orders in Cody, Frannie, Lovell, Meeteetse, and Powell.

Public Comment: (1) Valerie Horton (Northwest College and Big Horn Telecommunications Consortium) (TR 62): The consortium is comprised of school districts in the Northwest College service area that is developing ways and means to provide education in the Big Horn Basin via technology. Expressed belief that current available technology through statewide network system such as compressed video and two-way interactive video is not compatible with needs of communities and school districts in the area. Consortium believes full motion two-way interactive video is necessary in meeting educational needs. Also preparing grant for purpose of installing own fiber optics network.

Exchange: Riverton

Telephone Company: U S WEST

Switch Type: Analog

Available Services: Measured/Flat Rate service, Touch Tone dialing, Private Branch Exchange Trunks, E911, Multiline Hunting, Direct Inward Dialing, Toll Restriction, Teenlink, Three-Way Calling, Call Waiting, Call Forwarding, Speed Call, Centron Service, Enhanced Centron Service, Equal Access

Inter-Office Facilities: Riverton to Jackson, Lander, Shoshoni - Digital; Riverton to Rock Springs - Analog

Trouble Reports: Trouble reports average (5) five per day 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 place digital interoffice facilities between Riverton and Rock Springs. No current plans to convert Riverton to digital switch.

Public Comment:

(1) **Mike Lieberman** (TR 22-23, 73-79): Expressed concern that the wrong technologies may be selected in the movement towards modernization which will not benefit the State of Wyoming. Indicated the need to address high-band, broadband satellite, and interactive video technologies. Stated that Extended Area Service between Lander and Riverton and Hudson to Lander and Riverton needed. Reflected that instead of looking at the costs of modernization, there is need to examine the costs that will be incurred by not doing modernization. Stated that technology U S WEST is proposing as part of its modernization plan is already ten year old technology. Believes that a 9600 baud data transmission rate is the minimum.

(2) **Representative Ell Bebout** (Fremont County) (TR 50-54): Provided overview of the statewide telecommunications plan adopted by the legislature in 1986 and the benefits and time and cost savings to state government resulting from compressed video. Expressed belief that telecommunications is part of the future and Wyoming needs to be part of the future. Indicated that rural communities should not be overlooked in the provision of modern telephone service.

(3) **Willis Patterson** (Central Wyoming College) (TR 85-88): Commented on the educational needs that are dependent on telecommunications including the advantages of the compressed video network presently in place. Indicated the need for facilities either by the telephone company or cable TV industry to handle data transmission.

(4) **Arlie Hammons** (TR 89-91): Questioned U S WEST's rate structure which results in a higher rate for vacation service than for full basic service. Stated that the telephone service he receives has been excellent. U S WEST provided

information describing the services and costs associated with providing vacation service.

Exchange: Shoshoni

Telephone Company: U S WEST

Switch Type: Electromechanical

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

Inter-Office Facilities: Digital

Trouble Reports: Trouble reports average one (1) per day 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: (1) **Randy Tucker (TR 61-71):** Commented on the educational opportunities available through fiber optics and satellite technology. Expressed his complaints regarding the poor data transmission between Shoshoni and Riverton and his inability to use a 9600 baud modem in Shoshoni. Defined modern basic service as including voice and nominal data speed for every telephone line in Shoshoni and Riverton. Believes that by the year 2000 basic service should include K-band, H-band, video and telephone communications on the same line. States that 9600 baud should be the minimum standard for data transmission in Wyoming in the next five years.

Exchange: Ten Sleep

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 Ten Sleep exchange were presented.

Exchange: Thermopolis

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 two (2) 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:

(1) **Larry Baker** (Thermopolis Town Council) (TR 35-37): Questioned why U S WEST was addressing issue of modernization for Thermopolis when U S WEST had indicated that it was selling the exchange. U S WEST stated need to address business as usual upgrades to system.

(2) **Don Jackson** (Thermopolis, Hot Springs Economic Development Company and Yellowstone Development District) (TR 59-63): Expressed displeasure and feeling of people in Big Horn Basin that U S WEST was "ripping them off". Cited inadequacy of existing facilities and desire of the customers for the "bells and whistles" variety of services and the willingness of the customers to pay for these services. Expressed need to get rid of rotary telephone system.

Exchange: Worland

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 three (3) per day during calendar year 1992.

Held Orders/Regrades: One (1)

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 (8) held orders in Basin, Greybull, Thermopolis, and Worland areas

Public Comment:

(1) **Lee Lockhart** (Northern Wyoming Daily News) (TR 38-48): Expressed belief of people in Big Horn Basin that U S WEST has failed to answer call for updated and upgraded technology, facilities and services. Indicated problems existing regarding lack of service, service problems and lack of attention by U S WEST. Focused on need for telecommunications and transportation in promoting economic development. Indicated need for adequate outside plant to handle data transmission, compressed video, video conferencing, two-way interactive cable TV, one-plus dialing and choice of interexchange carrier. Expressed concern that the central office in Worland has not been replaced in thirty years and that citizens of Worland have paid for and are entitled to a central office upgrade.

(2) **Steven Schafer** (Washakie Development Association) (TR 49-50): Concern was expressed regarding the inconsistent level of service provided and the emphasis on investment and upgrading of service along interstate corridors and major tourist routes. Also indicated that health care and education considerations are limited by the level of telecommunication services offered. Stated that a digital switch was the minimum level of service that should be available in Wyoming.

(3) **Brian Evans** (Admiral Beverages) (TR 51-54): Identified complaints with service including lack of privacy over single party lines which many times result in multiparty listening, and cutting off of lines on his PBX. Expressed inadequacy of present facilities for data transmission and inability to utilize speed calling features. Indicated need for equal access and the need for quality data lines that can handle 9600 baud as well as capability for Direct Inward Dialing.

(4) **Kenneth Pasley** (Worland Area Chamber of Commerce) (TR 55-57): Concerns expressed by many businesses regarding their purchase of upgraded phone systems which can not be handled by existing utility facilities. Expressed need for additional services such as equal access, call forwarding, and call waiting.

(5) **Jerry Maurer** (Washakie County School District No. 1)
(TR 58-59): Expressed school district need for interactive
compressed video to assist the education process.

Exchange: Evanston

Telephone Company: U S WEST

Switch Type: Electromechanical

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

Interoffice Facilities: Evanston to Kemmerer - Digital

Trouble Reports: In 1992 average two (2) per day.

Held Orders/Regrades: U S WEST states that there are three (3) held orders and that it has allocated \$60,000 in 1993 to make sure that these customers have service this year.

Emergency Services: 911

Upgrade Plans: Current plans include spending approximately \$400,000 for the outside plant facilities to meet customer demand, replace the existing electromechanical office with a digital facility.

Public Comment

Sandra Atkinson (TR 52): Lives in the country and it would appear that a fixed cellular line would be cheaper than the construction to obtain a land line.

Tom Hutchinson (Evanston City Council and Southwest Wyoming Utility Users Association) (TR 69): Need the upgrades to enable new businesses to come into the community. (TR-71)

Ken Klinker (Economic Development Coordinator for Uinta County) (TR 81): Interested in the effect that modernization will have on the economic development efforts in Uinta County. The fiber optic lines running through Evanston and not owned by U S WEST are a source of frustration for those individuals who are not tied into the system.

Steve Goinar (Kemmerer City Administrator) (TR 92): Possibility of obtaining a database from U S WEST regarding service complaints and responses.

Representative Elwin McGrew (TR 101): Is there a guarantee of good service with the sale of the exchanges? (TR 106)

Exchange: Green River
Rock Springs

Telephone Company: U S WEST Communications

Switch Type: Green River - Digital
Rock Springs - Digital & Analog

Available Services: Green River:
Measured/Flat Rate service, Touch Tone dialing, PBX Trunks,
Equal Access, E911

Interoffice Facilities: Green River to Rock Springs - Digital
Rock Springs to Green River - Digital
Rock Springs to Kemmerer - Digital
Rock Springs to Rawlins - Digital
Rock Springs to Riverton - Analog

Trouble Reports: None reported at the hearing.

Held Orders/Regrades: U S WEST has allocated approximately \$5200 in 1993 to address the three held orders in the Rock Springs/Green River area. Company presently lacks the facilities to meet the commitment to the customers.

Emergency Services: E911

Upgrade Plans: U S WEST states that its business as usual plans include spending one and one half million dollars in 1993 to provide additional outside distribution and feeder facilities to meet customer demands. (TR 45).

Public Comment:

Senator Frank Prevedel (TR 34): The greatest need in the area is extended area service between the two (2) exchanges at a reasonable cost.

Representative Stan Blackwell (TR 35): Common exchange between Rock Springs and Green River is imperative.

Representative Elwin McGrew (TR 53): Problems with phones shutting down in the middle of conversations. (TR 130)

Representative Christopher Boswell (TR 57): Spread out the cost for EAS. Finding another alternative for financing rather than imposing increases to residents and businesses.

Mayor George Eckman (TR 67): All should share the cost of going forward with EAS. Willing to pay more in order that other areas will have the same quality of service.

Representative Ray Sarclettl (TR 71): How difficult would it be to change one of the prefixes (362 or 382) in order to alleviate confusion.

Exchange: Laramie and Rock River

Telephone Company: U S WEST

Switch Type: Laramie: Electronic
Rock River: Analog

Available Services: Laramie: Measured/Flat Rate service, Touch Tone dialing, Private Branch Exchange Trunks, Equal Access, E911 (pending installation)
Rock River: Flat Rate service, Touch Tone dialing, PBX Trunks, E911 (pending installation)

Interoffice Facilities: Laramie to Cheyenne - Digital
Laramie to Rawlins - Digital
Laramie to Rock River - Analog
Rock River to Laramie - Analog
Rock River to Elk Mountain - Analog

Trouble Reports: Laramie: Trouble reports average six (6) to seven (7) per day.
Rock River: One (1) every three (3) days

Held Orders/Regrades: Have allocated \$143,000 in 1993 to address the issue of held orders in Laramie and Rock River. (TR 31)

Emergency Services: 911

Upgrade Plans: Under its business as usual plans, U S WEST Communications' plans for Laramie and Rock River include spending approximately a million dollars to provide additional facilities to meet customer demands for service in 1993; and in 1995 will replace the existing analog stored program control central office in Laramie with a digital central office; and in 1997 will replace the analog radio between Arlington and Medicine Bow. (TR 37).

Public Comment:

- (1) **Larry Stolz (State Telecommunications Administrator) (TR 48):** What is the cost to provide digital facilities and to have them installed? What is the cost for video between Albany County and Rock River? All of the 49 school districts are looking toward connecting their local area networks with video. (TR 48). ISDN has a place in our business (State), but it is not yet available in the time frame that is needed. (TR 133).
- (2) **Senator Pete Maxfield (TR 54):** How does the spending of U S WEST in Wyoming compare with the spending elsewhere? Why has U S WEST not upgraded its central offices in Wyoming and why is a rate case a prerequisite to going ahead with modernization? (TR 130).
- (3) **Bill Walden (Laramie Resident) (TR 77):** What can residential users in the Laramie area expect in terms of maximum data transmission rate?
- (4) **John Guthrie (President of Laser Radio Corporation in Rock River) (TR 81):** What is U S WEST's philosophy in dealing with areas like Wyoming that do not meet an obvious cost benefit structure? The State of Wyoming needs to address our future technology requirements on global scale. Why should the public not turn to the Public Service Commission of Wyoming to force U S WEST to upgrade facilities that meet the

future objectives? (TR 85) How can a number of companies operate in the state of Wyoming, who are uncertificated phone services, be hooked up to U S WEST switch facilities? (TR 103). ISDN is bandwidth, is unutilized capacity, and may provide the state with an opportunity to use that capacity as intraLATA service between switches. Feature group areas, such as Rock River, could utilize Centron technology and create shared tenant access services so that the communities could organize themselves as virtual cooperatives and negotiators with intraLATA and interLATA as a unit and thus get group rate discounts and perhaps offset their community service requirements with the Commission. (TR 136) ISDN is not of use to U S WEST for the same reason that SDN is of no interest to AT&T, they can not control the aggregators who would go on the networks and utilize them for the best advantage. (TR 181)

(5) Elaine Bennett (AT&T) (TR 132): ISDN is not a product or service but rather a technology. (TR 131)

Exchange: Rawlins
Saratoga
Hanna/Elk Mountain
Encampment
Shirley Basin

Telephone Company: U S WEST

Switch Type: Rawlins - Analog
Saratoga - Digital
Hanna/Elk Mountain - Electromechanical
Encampment - Electromechanical
Shirley Basin - Electromechanical

Available Services: Rawlins: Measured/Flat Rate service, Touch Tone dialing, PBX Trunks, Equal Access
Saratoga: Measured/Flat Rate service, Touch Tone dialing, PBX Trunks, Equal Access
Hanna/Elk Mountain: Flat Rate service, Touch Tone dialing, PBX Trunks
Encampment: Flat Rate service, Touch Tone dialing, PBX Trunks
Shirley Basin: Flat Rate service, Touch Tone dialing, PBX Trunks

Interoffice Facilities: Rawlins: Rawlins to Baggs (Ind), Encampment, Laramie, and Rock Springs - Digital; Rawlins to Elk Mountain, and Jeffrey City - Analog
Saratoga: Saratoga to Encampment - Digital,
Hanna/Elk Mountain: Hanna/Elk Mountain to Rawlins, and Rock Springs - Analog
Encampment: Encampment to Rawlins, and Shirley Basin - Digital
Shirley Basin to Casper - Analog

Trouble Reports: None reported at the hearing.

Held Orders/Regrades: U S WEST has allocated approximately \$156,000 to take care of the eighteen (18) held orders in the area.

Emergency Services: None at this time. Contract proposed and pending.

Upgrade Plans: U S WEST states that it is not possible to upgrade the existing office technology because the locations are equipped with an electromechanical switch. If the switches are replaced then enhanced services could be provided. These decisions require additional investment. (TR 38)
Current plans for these areas include spending approximately one million dollars in 1993 to provide additional outside distribution and feed facilities to meet customer demands for service. (TR 41)
Propose to upgrade the central office in Encampment to a stored program control office in 1995.
Propose to upgrade the Hanna/Elk Mountain central offices to stored program control in 1998.
Propose to upgrade the Rawlins central office in 1998, which would serve as a host office for Jeffrey City and Gas Hills.
Propose to upgrade the Shirley Basin central office in 1999.

Public Comment: Carl Kerschen (Unit Resource Manager for the Cypruss Shoshone Coal operation located in Hanna) (TR 52):
Timetables of U S WEST do not meet the needs of the facility.

Mimi Gilman (Carbon County School District) (TR 55): Has applied to the REA for funding for compressed video lines, but the result will isolate schools in Hanna and Medicine Bow (at 55). Many people are unable to relocate to the State because of inadequate service for computer uses. (TR 108)

Mike Kenney (Dubois Telephone) (TR 65): Dubois Telephone owns Valley Telephone Company which has 520 customers in the Baggs, Dixon and Savery, Wyoming area and serves its customers with the Northern Telecom digital central office located in Baggs. Every telephone line should be able to be fully Group Three facsimile compatible.

Pat Lynch (Western Heritage Company, which is a mail order company, in Encampment) (TR 93): Location and switching problems have not been great for the company.

Bill Sauley (Electronic Realty Associates) (TR 108): Has four (4) locations, one in Laramie and three in Carbon County. Has curtailed its operations in Encampment due to a lack of communications. Wants U S WEST to upgrade its timetable for improving service.

Leonard Clark (Resident of Encampment) (TR 113): Need for compressed video to enhance education in Carbon County and rural areas.

Robert Cardwell (Rancher and director on board for Hot Springs Rural Electric) (TR 118): Was told by U S WEST representatives that it is cost prohibitive to provide phone service to his ranch.

Charles Larson (General Manager of Carbon Power and Light) (TR 176): Has a good track record with U S WEST in regards to cooperation for the enhancement of telecommunications.

Exchange: Douglas

Telephone Company: U S WEST

Switch Type: Electronic Stored Program (Digital)

Available Services: Flat Rate service, Measured Service, Touch Tone dialing, Private Branch Exchange Trunks, Equal Access, Multi-line Hunting, Toll Restriction, Call Forwarding, Teen Link, Speed Calling, Direct Inward Dialing, Call Waiting, Centron Service, Digital Connectivity

Interoffice Facilities: Digital

Trouble Reports: Trouble reports average one (1) per day.

Held Orders/Regrades: The Company reports nine (9) held orders/regrades in the Douglas/Glenrock area.

Emergency Services: E911

Upgrade Plans: Under its business as usual plans, U S WEST Communications plans to spend \$865,000 to provide additional distribution facilities within the Douglas and Glenrock exchanges in 1993.

Public Comment:

(1) **Larry Majerus** (Chief of Police for the City of Douglas) (TR 58-65): Negotiating E911 service with U S WEST Communications has been difficult. There is a disparity between E911 costs in other states and even within Wyoming. The Commission should reconsider the appropriateness of regulating E911 tariffs on a statewide basis.

(2) **Wayne Porter** (Assistant Superintendent of the Converse County School District Number 1) (TR 74-76): The school district is interested in compressed video capabilities.

(3) **Ruth Howard and Edith Hoffman** (Residents of Esterbrook) (TR 80-100): Telephone Service is not currently available to the residents of the Esterbrook community. Various residents of the area began their efforts to obtain service in 1984. The Public Service Commission should exert its influence to get service into the Esterbrook community. The residents of Esterbrook need basic service as well as emergency service capabilities.

Exchange: Glenrock

Telephone Company: U S WEST

Switch Type: Electromechanical

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

Interoffice Facilities: Digital

Trouble Reports: Trouble reports average one (1) per day.

Held Orders/Regrades: The Company reports nine (9) held orders/regrades in the Douglas/Glenrock area.

Emergency Services: E911

Upgrade Plans: Under its business as usual plans, U S WEST Communications plans to spend \$865,000 to provide additional distribution facilities within the Douglas and Glenrock exchanges in 1993.

Public Comment:

(1) **Ann Anderson** (Residential and Business Customer) (TR 66-73): The service provided in Glenrock is poor. It is important to be able to access features such as speed dialing, call waiting, and call forwarding. Economic development will suffer unless upgrading occurs. Extended area service with Casper and/or Douglas is important as there are few services in Glenrock. All people in Wyoming are entitled to a certain basic level of modern telephone service.

(2) **John Rookstool** (Mayor of Glenrock) (TR 100): Glenrock is a bedroom community with a very limited retail base. Consequently, residents rely on Casper and Douglas resulting in large long distance bills. Extended area service with these communities is desirable.

Exchange: Lusk

Telephone Company: U S WEST

Switch Type: Electromechanical

Available Services: Flat Rate service, Touch Tone dialing, Private Branch Exchange Trunks, Multi-line Hunting, Toll Restriction

Interoffice Facilities: Analog

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

Held Orders/Regrades: This information is unavailable for the Lusk exchange.

Emergency Services: 911

Upgrade Plans: Under its business as usual plans, U S WEST Communications plans to install a new digital switch and spend \$975,000 to provide additional distribution facilities within the exchange in 1993. A large portion of the \$975,000 will be spent to complete a fiber optic link between Lusk and Orin Junction.

Public Comment:

(1) **Don Whitesaker** (Mayor of Lusk) (TR 60-81): A modern telecommunications network is essential for economic development to occur. It is a highway of opportunity. A modern telecommunications network is essential for automatic meter reading and load control systems. Lusk intends to build a modern load control, broad band scenario within the town limits.

(2) **Dick Claycomb** (Superintendent of Schools in Niobrara County) (TR 81-85): The school district is interested in compressed video capabilities.

(3) **Steven Cummings** (Customer of the Lusk Exchange) (TR 91-93): While "whistles" are not important to this customer, he would like a "bell" at his house. His property is currently served by a service station line which terminates in his pasture. He has been waiting over a year to have the line run completely to his home.

(4) **Richard Tollman** (Held Order Customer of the Lusk Exchange) (TR 96-97): His home was built thirty-two (32) miles outside of town. He was finally told that facilities for his service were unavailable. He wants service. He would have built the house in a different location if he had received timely and accurate information from U S WEST.

Exchange: Albin

Telephone Company: U S WEST

Switch Type: Electromechanical

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

Interoffice Facilities: Analog

Trouble Reports: Trouble reports average one (1) every three (3) days.

Held Orders/Regrades: The Company reports twenty-six (26) held orders/regrades in the Albin, Burns, Carpenter, and Pine Bluffs area.

Emergency Services: E911

Upgrade Plans: Under its business as usual plans, U S WEST Communications has no plans to upgrade the Albin exchange. U S WEST Communications has, however, allocated approximately \$235,000 to address held orders/regrades within the Albin/Burns/Carpenter/Pine Bluffs area during 1993.

Public Comment: No specific comments were offered by customers of the Albin exchange.

Exchange: Burns

Telephone Company: U S WEST

Switch Type: Electromechanical

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

Interoffice Facilities: Analog

Trouble Reports: Trouble reports average one (1) every two (2) days.

Held Orders/Regrades: The Company reports twenty-six (26) held orders/regrades in the Albin, Burns, Carpenter, and Pine Bluffs areas.

Emergency Services: E911

Upgrade Plans: Under its business as usual plans, U S WEST Communications plans to install a digital switch in the exchange in 1994. Additionally, U S WEST Communications has allocated approximately \$235,000 to address held orders/regrades within the Albin/Burns/Carpenter/Pine Bluffs area during 1993.

Public Comment: (1) **Jaime Roche** (Customer served out of the Burns Exchange) (TR 15): Problems are routinely encountered using fax machines and accessing the number that one dials.

Exchange: Carpenter

Telephone Company: U S WEST

Switch Type: Electromechanical

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

Interoffice Facilities: Analog

Trouble Reports: Trouble reports average one (1) every four (4) days.

Held Orders/Regrades: The Company reports twenty-six (26) held orders/regrades in the Albin, Burns, Carpenter, and Pine Bluffs area.

Emergency Services: E911

Upgrade Plans: Under its business as usual plans, U S WEST Communications plans to install a digital switch in the exchange in 1994. Additionally, U S WEST Communications has allocated approximately \$235,000 to address held orders/regrades within the Albin, Burns, Carpenter, and Pine Bluffs area during 1993.

Public Comment: (1) Rich Cathcart (Senator representing Senate District 6 -- Eastern Laramie County) (TR 106): Senator Cathcart spearheaded a petition drive which resulted in the collection of more than 2,000 signatures requesting extended area service between the Albin/Burns/Carpenter/Pine Bluffs cluster of exchanges and between the cluster and Cheyenne. In Senator Cathcart's view, extended area service is an integral part of modern basic service. In eastern Laramie County, call waiting means nothing due to the fact that nearly every call is long distance.