

Exchange: Pine Bluffs

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 one (1) to two (2) 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 Pine Bluffs 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:

(1) **Ray Lawson** (TR 17): In 1979 upgrade plans were discussed for the Albin/Burns/Carpenter/Pine Bluffs area and the same sorry system is still in place in 1993.

(2) **Charles Bohlen** (President of Laramie County Community College) (TR 18-30): The College is interested in interactive video capabilities and is concerned that difficulties will be encountered if all of the exchanges located within Laramie County are not owned by the same telephone company. Communications and commers will continue to have a ravenous appetite for high-tech nourishment that we cannot stop.

(3) **Alex Davison** (Customer of the Pine Bluffs Exchange) (TR 94): If a facility long outlives its depreciateion life, what is that facility's cost to Wyoming customers? What improvements are scheduled?

(4) **Nancy Miller** (Customer of the Pine Bluffs Exchange) (TR 137): She has been satisfied with service from U S WEST except for the fact that all of her calls are long distance in the absence of extended area service. However, she would prefer to be able to contact the Company's repair department directly rather than going through Salt Lake City

(5) **John Marquardt** (Mayor of Pine Bluffs) (TR 140-145): Pine Bluffs promotes economic development heavily. Pine Bluffs offered its definition of modern basic service in the context of it proposal to purchase the Albin, Burns, Carpenter, and Pine Bluffs cluster of exchanges. This proposal called for the installation of digital switches and fiber optic interoffice facilities. Extended Area Service would be implemented in two (2) phases and eliminate four (4) party service within five (5) years.

(6) **Lucie Osborn** (Laramie County Librarian) (TR 7-8): Good telecommunications is essential to meeting the information needs of Laramie County. The Laramie County Library System needs the ability to access information in an

efficient and timely manner. The library supports extended area service within Laramie County.

Exchange: Guernsey

Telephone Company: United Telephone Company of the West

Switch Type: Electronic Stored Program (Digital)

Available Services: Flat Rate service, Touch Tone dialing (Included in base rates), Call Waiting, Call Waiting with Control, Call Forwarding, 3-Way Calling, Speed Dialing, Directory Number Transfer, Hot Line/Warm Line

Interoffice Facilities: Digital

Trouble Reports: This information is unavailable for the Guernsey exchange.

Held Orders/Regrades: No held orders/regrades were referenced in the Guernsey exchange.

Emergency Services: 911

Upgrade Plans: Under its business as usual plans, United Telephone did not disclose planned upgrades within the Guernsey exchange.

Public Comment: No specific public comment was offered by customers of the Guernsey exchange.

Exchange: LaGrange

Telephone Company: United Telephone Company of the West

Switch Type: Electromechanical

Available Services: Flat Rate service, Touch Tone dialing (Included in base rates)

Interoffice Facilities: LaGrange to Mount 66 - Trunk Grade T Carrier
Mount 66 to Morrill, Nebraska - Digital

Trouble Reports: This information is unavailable for the LaGrange exchange.

Held Orders/Regrades: No held orders/regrades were referenced in the LaGrange exchange.

Emergency Services: Not Available

Upgrade Plans: Under its business as usual plans, United Telephone plans to install a digital switch in the exchange in 1997. Enhanced features including equal access and E911 are scheduled to be offered at that time. In 1996, the Company plans to place thirteen and one-half (13.5) miles of buried fiber optic cable, 26,000 feet of buried metallic cable, and SONET terminal facilities at a cost of approximately \$462,000.

Public Comment: No specific public comment was offered by customers of the LaGrange exchange.

Exchange: Lingle

Telephone Company: United Telephone Company of the West

Switch Type: Electromechanical

Available Services: Flat Rate service, Touch Tone dialing (Included in base rates),
Extended Area Service with Torrington

Interoffice Facilities: Digital

Trouble Reports: This information is unavailable for the Lingle exchange.

Held Orders/Regrades: The Company reports 45 held regrades in the exchange.

Emergency Services: Not Available

Upgrade Plans: Under its business as usual plans, United Telephone plans to install a digital switch in the exchange in 1993. Enhanced features including equal access and E911 are scheduled to be offered at that time.

Public Comment: (1) Joel Testers (Owner of Testers Mutual Telephone Company) (TR 34-36): Concern was expressed regarding the intentions of United Telephone Company with regard to a cable job which was being extended to a nearby neighbor. Testers Mutual Telephone Company is interested in accessing this cable.

Exchange: Lyman, Nebraska (Serving 65 Customers in West Lyman, Wyoming)

Telephone Company: United Telephone Company of the West

Switch Type: Electromechanical

Available Services: Flat Rate service, Touch Tone dialing (Included in base rates), Extended Area Service with Torrington

Interoffice Facilities: Digital

Trouble Reports: This information is unavailable for the Lyman exchange.

Held Orders/Regrades: No held orders/regrades were reported in the exchange.

Emergency Services: E911

Upgrade Plans: Under its business as usual plans, United Telephone plans to install a digital switch in the exchange in 1994.

Public Comment: No specific comment was offered by customers of the Lyman exchange.

Exchange: Torrington

Telephone Company: United Telephone Company of the West

Switch Type: Electronic Stored Program (Digital)

Available Services: Flat Rate service, Touch Tone dialing (Included in base rates), Call Waiting, Call Forwarding, 3-Way Calling, Speed Dialing, Directory Number Transfer, Hot Line/Warm Line, Extended Area Service with Lingle and West Lyman.

Interoffice Facilities: Digital

Trouble Reports: This information is unavailable for the Torrington exchange.

Held Orders/Regrades: The Company reports fourteen (14) held regrades in the exchange.

Emergency Services: E911

Upgrade Plans: Under its business as usual plans, United Telephone plans to place, in 1995 eleven and two-fifths (11.4) miles of buried fiber optic cable and three and two-fifths (3.4) miles of buried metallic cable within the exchange at a cost of approximately \$546,000. In 1996, the Company plans to place fourteen (14) miles of buried fiber optic cable, 18,000 feet of metallic cable, and SONET terminal facilities within the exchange at a cost of approximately \$490,000. Additionally, equal access for the exchange is scheduled for 1996.

Public Comment:

(1) **Mike Varney (Torrington Council Member) (TR 90-92):** Concern was expressed that the public should have the opportunity to choose the level of upgrading which would occur within the exchange so as to avoid undesirable rate increases.

(2) **Rick Vaumberg (Torrington Council Member and Employee of Eastern Wyoming College) (TR 96-97):** Eastern Wyoming College has recently accessed the State of Wyoming's compressed video network. United Telephone Company was commended on their cooperation in facilitating access to the network.

Exchange: Chugwater

Telephone Company: Chugwater Telephone Company

Switch Type: Electronic Stored Program (Digital)

Available Services: Flat Rate service, Touch Tone dialing, Private Branch Exchange Trunks
Note: Other services will be available as soon as they are properly tariffed.

Interoffice Facilities: Digital Signal Link with U S WEST Communications

Trouble Reports: This information was not provided by the Company.

Held Orders/Regrades: This information was not provided by the Company

Emergency Services: 911

Upgrade Plans: Under its business as usual plans, Chugwater Telephone Company intends to spend \$300,000 to upgrade existing facilities. The Company's modernization plan will be approximately ninety percent (90%) complete by November of 1993.

Public Comment: (1) James McGuire (Manager of Chugwater Telephone Company) (TR 111): A number of Chugwater Telephone Company's customers were content with their service prior to the upgrades made by the Company and do not wish to pay for the costs associated with modernization.

Exchange: Glendo

Telephone Company: U S WEST Communications

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) every three (3) days.

Held Orders/Regrades: The Company reports thirteen (13) held orders/regrades in the Wheatland, Glendo area.

Emergency Services: 911

Upgrade Plans: Under its business as usual plans, U S WEST Communications plans no upgrades within the exchange.

Public Comment: No specific customer comment was offered by customers of the Glendo exchange.

Exchange: Wheatland

Telephone Company: U S WEST

Switch Type: Electromechanical

Available Services: Flat Rate service, Touch Tone dialing, Private Branch Exchange Trunks, Multiline Hunting, Toll Restriction.

Interoffice Facilities: Wheatland to Cheyenne, and Glendo - Digital
Wheatland to Lusk - Analog

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

Held Orders/Regrades: The Company reports thirteen (13) held orders/regrades in the Wheatland, Glendo area.

Emergency Services: 911

Upgrade Plans: Under its business as usual plans, U S WEST Communications plans to install a digital switch in the Wheatland central office in 1993 and spend \$475,000 to upgrade outside plant within the exchange.

Public Comment:

(1) **Senator Jim Gerlinger** (TR 50-71): The State should pursue the goal of achieving a state-of-the-art telecommunications system. There should be a call for accountability through the regulatory process.

(2) **Randy Marble** (Community Development Coordinator for the Town of Wheatland) (TR 102): Concern was expressed regarding the upgrade of the existing analog equipment behind the new digital switch in order to access full computer and video services.

Exchange: Alzada

Telephone Company: Range Telephone Cooperative

Switch Type: Digital

Available Services: Flat Rate service, Touch Tone dialing, Private Branch Exchange Trunks, E911-capability, Multi-line Hunting, Direct Inward Dialing, Toll Restriction, 3-Way Calling, Call Waiting, Call Forwarding, Speed Calling, Digital Connectivity

Interoffice Facilities: Alzada to Sundance - Fiber Optic
Alzada to Casper - Digital

Trouble Reports: None reported at hearing.

Held Orders/Regrades: None reported at hearing.

Emergency Services: 911

Upgrade Plans: See Sundance upgrade summary.

Public Comment: (1) Gaydell Collier (Director, Crook County Library System) (TR 65 ff): See Sundance report.

Exchange: Hulett (including New Haven)

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 two (2) days. Average time to clear is reported to be twelve hours.

Held Orders/Regrades: The Company reports twenty-one (21) held orders/regrades in the Hulett area as of July 1, 1993. Area residents report that approximately forty (40) persons want service.

Emergency Services: None

Upgrade Plans: Under its business as usual plans, U S WEST Communications plans to spend \$92,000 to provide additional distribution facilities within the Moorcroft and Hulett exchanges in 1993.

Public Comment:

(1) **Jim Neiman** (Neiman Sawmills, Inc., Hulett National Bank, local development group) (TR 39 ff, and 92 ff): Interactive compressed video needed for communications among facilities; fiber optic facilities would allow needed communication among company computers; current system not adequate. Businesses have not located in area because of inadequate communications facilities. Also needed for best development of increased tourist and residential interest in the Devil's Tower area. U S WEST lines to Alzada, Alva and Devil's Tower are full and this limits growth. Bank telephone calls have been listened to by third parties (a "leaky" switch problem; security concerns since telephone system has failed to connect bank to security company (911 emergency service could help with this potential problem).

(2) **Jan Dorrenbacher** (Administrative Officer, Devil's Tower National Monument) (TR 46 ff): Additional telephone service unavailable in Devil's Tower area, causing problems with employee and emergency lines. Other lines for nonemergency necessities unobtainable. Employee residences also find no service available (emergency contact impossible).

(3) **Gaydell Collier** (Director, Crook County Library System) (TR 65 ff): See Sundance report.

(4) **Susan Pannell** (Public Relations Representative, Devil's Tower Forest Products) (TR 75 ff): Complete exhaust of Alva telephone lines make it impossible for people to get telephone service. This stifles economic growth and job creation and threatens survival of community. Basic service is most pressing need.

Exchange: Moorcroft

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. The average time to clear is reported to be twelve (12) hours.

Held Orders/Regrades: The Company reports eight (8) held orders/regrades in the Moorcroft and Hulett area.

Emergency Services: 911

Upgrade Plans: Under its business as usual plans, U S WEST Communications plans to spend \$92,000 to provide additional distribution facilities within the Moorcroft and Hulett exchanges in 1993.

Public Comment:

- (1) **Jim Neiman** (Neiman Sawmills, Inc., Hulett National Bank, local development group) (TR 39 ff): See Hulett report.
- (2) **Gaydell Collier** (Director, Crook County Library System) (TR 65 ff): See Sundance report.

Exchange: Sundance

Telephone Company: Range Telephone Cooperative

Switch Type: Digital (Northern Telecom DMS-10)

Available Services: Flat Rate service, Touch Tone dialing, Private Branch Exchange Trunks, E911-capability, Multi-line Hunting, Direct Inward Dialing, Toll Restriction, 3-Way Calling, Call Waiting, Call Forwarding, Speed Calling, Digital Connectivity

Interoffice Facilities: Sundance to Moorcroft, and Alzada - Fiber Optic
Sundance to Casper - Digital

Trouble Reports: None presented at hearing

Held Orders/Regrades: None reported at hearing.

Emergency Services: 911

Upgrade Plans: Range Telephone plans to spend \$364,333 over the next three years to update digital switching software for the Sundance exchange which will allow the company to offer an additional range of services. During that time, Range Telephone plans to replace all analog station carrier with digital carrier.

Public Comment:

(1) **Jim Nelman** (Neiman Sawmills, Inc., Hulett National Bank, local development group) (TR 39 ff): See Hulett report.

(2) **Joe Popham** (Tri-County Electric Association) (TR 50 ff): Needs and uses T-1 high speed data transmission service but does not need entire "package" of T-1 lines (18 of 24 channels unused); service should be fractionalized to that others can use the service economically. Transmission speeds of 9600 baud and 56 KB are useful, but other speeds such as 19.2, 38.4 and 115 KB also useful. Leased Sundance-Wright meter reading line dropped because slow analog data speed made use uneconomical.

(3) **Jeff Carrier** (Superintendent of Schools, Crook County) (TR 58 ff): Needs compressed video for offering additional classes (language, math and science mentioned) through efficient use of teachers at remote locations, also cutting wasteful travel time. This also would provide links to community colleges and University of Wyoming for similar learning opportunities, teacher training and educational conferences. Government offices would also use such services.

(4) **John Rogers** (Tri-County Electric Association) (TR 63 ff): Utility is studying remote meter reading program which will require use of telephone lines of modern high quality.

(5) **Gaydell Collier** (Director, Crook County Library System) (TR 65 ff): Need telephone service adequate to support data communications with all libraries in system, for book ordering and cataloging and for on-line information delivery services. Advocates (i) eliminating long distance charges in county for equal access to data, (ii) digital data service throughout county, and (iii) data use of telephone lines as part of basic service.

(6) **Gene Gade** (Agent, University of Wyoming Cooperative Extension Service) (TR 67 ff): Modern telecommunications

needed for increased educational opportunities at all levels, medical service and economic development (data transmission and compressed video very important). There should be an effort to educate the public in a nontechnical way about potential services.

Exchange: Arvada

Telephone Company: Range Telephone Cooperative

Switch Type: Digital

Available Services: Flat Rate service, Touch Tone dialing, Private Branch Exchange Trunks, Digital Connectivity, Multi-line Hunting, Direct Inward Dialing, Toll Restriction, 3-Way Calling, Call Waiting, Call Forwarding, Speed Calling, E911 capability

Interoffice Facilities: Arvada to SE Sheridan - Fiber Optic Arvada to Sheridan - Digital

Trouble Reports: None reported at hearing.

Held Orders/Regrades: None reported at hearing.

Emergency Services: 911

Upgrade Plans: Range Telephone plans to spend \$24,600 in the next three years to update digital switching software for the Arvada exchange. All analog station carrier will be replaced as will some longer local copper loops and older subscriber carrier facilities (cost estimated to be about \$13,000 per mile).

Public Comment: None offered at public hearing.

Exchange: Gillette

Telephone Company: U S WEST

Switch Type: Stored Program Control (Analog)

Available Services: Measured and Flat Rate service, Touch Tone dialing, Private Branch Exchange Trunks, Multi-line Hunting, Teenlink, Direct Inward Dialing, Toll Restriction, 3-Way Calling, Call Waiting, Call Forwarding, Speed Calling, Centron and Enhanced Centron Services, Equal Access

Interoffice Facilities: Gillette to Moorcroft and Wright - Digital Gillette to Hulett, Newcastle, and Upton - Analog

Trouble Reports: Trouble reports average eight (8) per day. Average time to clear is reported to be twelve (12) hours.

Held Orders/Regrades: The Company reports twenty-one (21) held orders/regrades in the Gillette area. Thirty-six (36) were reported orally by the company at the public hearing.

Emergency Services: 911

Upgrade Plans: Under its business as usual plans, U S WEST Communications plans to spend \$1,574,000 to provide additional distribution facilities within the Gillette and Wright exchanges in 1993. In 1994, U S WEST plans to spend \$1,145,000 for a lineless host facility in Gillette and for replacement of the Wright central office with a remote digital central office.

Public Comment:

(1) **Marla Wright** (Director, Campbell County Public Library) (TR 42 ff): Library system serves Wright, Gillette and Recluse; Recluse branch does not have a telephone. As information providers, the library system experiences down time through telephone line problems, extra expense in making long distance calls to the Wright branch and lack of needed continuous records access for efficient operation.

(2) **Helen Fitch** (State Library Board member; State Director, American Association of Retired Persons) (TR 48 ff): Better telecommunications services needed to allow libraries to respond to all of the requests for additional service; we must work to avoid becoming isolated. Older citizens and AARP depend on telecommunications for much effective interaction. Nonacademic uses of teleconferencing should get increased priority.

Exchange: Wright

Telephone Company: U S WEST

Switch Type: Stored Program Control (Analog)

Available Services: Measured and Flat Rate service, Touch Tone dialing, Private Branch Exchange Trunks, Teenlink, Multi-line Hunting, Direct Inward Dialing, Toll Restriction, 3-Way Calling, Call Waiting, Call Forwarding, Speed Calling, Centron and Enhanced Centron Services, Equal Access

Interoffice Facilities: Digital

Trouble Reports: Trouble reports average one (1) per day. Average time to clear is reported to be twelve (12) hours.

Held Orders/Regrades: The Company reports no held orders or regrades in the Wright area.

Emergency Services: 911

Upgrade Plans: Under its business as usual plans, U S WEST Communications plans to spend \$1,574,000 to provide additional distribution facilities within the Gillette and Wright exchanges in 1993. In 1994, U S WEST plans to spend \$1,145,000 for a lineless host facility in Gillette and for replacement of the Wright central office with a remote digital central office.

Public Comment: (1) **Marcia Wright** (Director, Campbell County Public Library) (TR 42 ff): See Gillette report.

Exchange: Buffalo

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 two (2) per day. Average time to clear is reported to be twelve (12) hours.

Held Orders/Regrades: The Company reports fifty-two (52) held orders and thirteen (13) regrades in the Sheridan, Buffalo, Story, Dayton-Ranchester, and Kaycee areas.

Emergency Services: 911

Upgrade Plans: Under its business as usual plans, U S WEST Communications plans to spend \$1,864,000 to provide additional distribution facilities within the Sheridan, Buffalo, Story, Dayton-Ranchester and Kaycee exchanges in 1993.

Public Comment: (1) **The Honorable Nels Lofgren** (Mayor of Buffalo) (TR 27 ff, 42 ff): Expressed a concern about the upgrading of outside plant in the Buffalo area. Buffalo's economic development plan could be helped by upgrading to digital telecommunications. Mayor Lofgren expressed the hope that U S WEST could coordinate with TCI cablevision which is installing fiber optic cable in the city. Older switch has caused misdialing problems with 911 emergency service.

Exchange: Clearmont

Telephone Company: Range Telephone Cooperative

Switch Type: Digital

Available Services: Flat Rate service, Touch Tone dialing, Private Branch Exchange Trunks, E911 capability, Multi-line Hunting, Direct Inward Dialing, Toll Restriction, 3-Way Calling, Call Waiting, Call Forwarding, Speed Calling, Digital Connectivity, Extended Area Service to Arvada

Interoffice Facilities: Clearmont to Southeast Sheridan - Fiber Optic
Clearmont to Sheridan - Digital

Trouble Reports: None reported at hearing.

Held Orders/Regrades: None reported at hearing.

Emergency Services: 911

Upgrade Plans: Range Telephone plans to spend \$24,600 in the next three years to update digital switching software for the Clearmont exchange. All analog station carrier will be replaced as will some longer local copper loops and older subscriber carrier facilities (cost estimated to be about \$13,000 per mile).

Public Comment: None presented at hearing.

Exchange: Dayton-Ranchester

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. Average time to clear is reported to be twelve (12) hours.

Held Orders/Regrades: The Company reports fifty-two (52) held orders and thirteen (13) regrades in the Sheridan, Buffalo, Story, Dayton-Ranchester, and Kaycee areas.

Emergency Services: 911

Upgrade Plans: Under its business as usual plans, U S WEST Communications plans to spend \$1,864,000 to provide additional distribution facilities within the Sheridan, Buffalo, Story, Dayton-Ranchester, and Kaycee exchanges in 1993.

Public Comment:

(1) **Keith Rosch** (Ranchester State Bank and Johnson County School District No. 1) (TR 28 ff): Federal Reserve will soon require banks to have higher speed data transmission capabilities than are now available in Ranchester; transmission volume will double in six (6) months; up to two (2) hours of time needed to do what would take fifteen (15) minutes if adequate data transmission were available. Schools need a T-1 video transmission system linking it to Sheridan College.

(2) **Don Steadman** (Ranchester State Bank) (TR 44): Frequent dig-in and other outages on Dayton-Ranchester line to Sheridan has the effect of completely isolating Dayton-Ranchester and preventing any contact with law enforcement and hampers bank's ability to deal with the Federal Reserve. Redundant lines would help to solve the problem by giving more than one path for calls.

Exchange: Decker

Telephone Company: Range Telephone Cooperative

Switch Type: Digital

Available Services: Flat Rate service, Touch Tone dialing, Private Branch Exchange Trunks, E911 capability, Multi-line Hunting, Direct Inward Dialing, Toll Restriction, 3-Way Calling, Call Waiting, Call Forwarding, Speed Calling, Digital Connectivity, Extended Area Service to Sheridan and Southeast Sheridan

Interoffice Facilities: Decker to Southeast Sheridan - Fiber Optic
Decker to Sheridan -- Digital

Trouble Reports: None reported at hearing.

Held Orders/Regrades: None reported at hearing.

Emergency Services: 911

Upgrade Plans: Range Telephone plans to spend \$845,000 in the next three (3) years to update digital switching software for the Decker exchange. All analog station carrier will be replaced as will some longer local copper loops and older subscriber carrier facilities (cost estimated to be about \$13,000 per mile).

Public Comment: None presented at hearing.

Exchange: Kaycee
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) every two days. Average time to clear is reported to be twelve hours.
Held Orders/Regrades: The Company reports fifty-two (52) held orders and thirteen (13) regrades in the Sheridan, Buffalo, Story, Dayton-Ranchester and Kaycee areas.
Emergency Services: 911
Upgrade Plans: Under its business as usual plans, U S WEST Communications plans to spend \$1,864,000 to provide additional distribution facilities within the Sheridan, Buffalo, Story, Dayton-Ranchester and Kaycee exchanges in 1993.
Public Comment: None presented at hearing.

Exchange: Sheridan

Telephone Company: U S WEST

Switch Type: Stored Program Control (Digital)

Available Services: Measured and Flat Rate service, Touch Tone dialing, Private Branch Exchange Trunks, Equal Access), Multi-line Hunting, Direct Inward Dialing, Toll Restriction, 3-Way Calling, Call Waiting, Call Forwarding, Speed Calling, Digital Connectivity, Teenlink, Digital Connectivity, Extended Area Service to Southeast Sheridan (no EAS additive)

Interoffice Facilities: Digital

Trouble Reports: Trouble reports average five (5) per day. Average time to clear is reported to be twelve (12) hours.

Held Orders/Regrades: The Company reports fifty-two (52) held orders and thirteen (13) regrades in the Sheridan, Buffalo, Story, Dayton-Ranchester, and Kaycee areas.

Emergency Services: 911

Upgrade Plans: Under its business as usual plans, U S WEST Communications plans to spend \$1,864,000 to provide additional distribution facilities within the Sheridan, Buffalo, Story, Dayton-Ranchester, and Kaycee exchanges in 1993.

Public Comment:

(1) **Rob Bernard** (Director of Media Services, Sheridan College) (TR 31 ff): College remote educational outreach in Sheridan, Johnson, and Campbell Counties hampered by weak technology. Telephone companies should maintain compatibility of systems to allow communication between customers of different systems. Two-way video would be valuable to education and would best be provided with inexpensive and non-obsolescent technology. Minimum standard for educational services requires 2-way interactive audio and 9600 baud transmission speed. One way video would be very useful to supplement two-way audio service.

(2) **Charles Whiton** (Dome Communications) (TR 38 ff): Upgraded central office switches are of diminished value if the outside distribution plant is noisy.

(3) **Mike Roberts** (Big Horn High School) (TR 39 ff): Has been planning for school district video capabilities and believes that ISDN service to homes would be of value because it would give residential customers the same flexibility and features that business and other customers enjoy (this broadband service recognized to be coming in the future).

(4) **Dr. Nina Cornell** (Economist with expertise which includes telecommunications policy, resident of Meeteetse - comments generally applicable) (TR 75 ff): Rural economic development is coming from small businesses, "telecommuters" and traditional Wyoming industry and it must be supported by reliable basic telephone service, including single party lines, plant that does not fail during bad weather, additional available lines, basic data transmission (at a rate of 2400 baud), multiline hunting, call forwarding, informational intercepts, true touch tone service, equal access, special and automatic billing arrangements and prompt billings (which arrive before they are almost overdue). Telephone calls and

fax transmissions have to be scheduled to anticipate unreliable plant; business travelers cannot exchange data with their main offices. The basic service solution includes digital switching and sufficient local plant to support the described services. Directories should be composed on the basis of the function and location of the people served (i.e., small rural communities sometimes do not offer an entire range of services, but groups of communities often do. Directories should list all of the relevant communities where the various services in question are located and furnished and a protocol should be established to allow directories to list exchanges which are physically close to one another but served by different companies.