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E. R. (Ron) Rutter
101 Mariners Cove Rd
Hodges, SC 29653
864 456-2173

S.C. PUBLIC SERVICE COMMISSION
RECEIVED
SEP 05 2008

September 3, 2008

Charles L.A. Terreni, Esquire
Chief Clerk/Administrator
Public Service Commission of South Carolina
101 Executive Center Dr., Suite 101

Re: Docket No. 2008-232-C

Gentlemen:

I have been a customer of numerous AT&T/Baby Bell companies for 42+ years and cannot recall doubting the quality or reliability of the services I received during that time. Although I was frustrated at the time I waited for DSL service, it was installed in 1997/98 timeframe, and when I moved to a rural sub-division in 2004, it was already available and promptly installed with my regular phone service.

When my wife arranged for installation with Embarq, she was given a date, and when the installer showed up, it was only to inform us that he was working to find us a pair (line) and would return to complete the installation the next day. Such was not the case. When he didn't show up (and with no information forthcoming from the Embarq "customer service") I went searching for the installer on the roads near my house. When I found him, I got the same story as the previous day about finding a pair and a promise to complete the installation the next (third) day. Since my house was the last one built in this area, I sense that the next person to build on one of the remaining 15+ lots may have a longer wait for his hook-up.

You should be aware that DSL service was "promised" to an adjacent sub-division many months ago (Terrapin Point) that is visible 1000 feet across the water from me. Embarq has installed equipment, but have yet to make it functional.

My initial complaint included a list of other Embarq customers who have suffered from poor service for so long, that they were convinced that that was as good as it gets. When I knocked on their door to solicit comments on their Embarq

service, it often took 15 to 30 minutes of venting before I could go to the next one.

Each of the signatories to the complaint filed had (and some continue to have) legitimate complaints regarding the quality of their telephone service. Although Embarq may have performed a quickie test of each of their lines, to the best of my knowledge, these customers were not contacted by Embarq subsequent to their complaint. Furthermore, based on their response to the complaint to SC PUC and the FCC (copy attached), Embarq has chosen to use several false statements to deny the accuracy of the complaint. Their definition of "timely response" includes more than a year to locate and repair the "hum" on one customer's line. The white noise complaint has been active off and on since prior to my arrival and dropped calls, whistling with dial tone and touchtone signaling on a busy line continue to be ongoing problems. One of the customers who complained that his phone quit working whenever it rained is a Fire Chief with a critical need for reliable phone service. However, they ignored the problem for months until they discovered the "lightening strike" on a buried cable. At this point, I feel that it is Embarq's responsibility to contact the complainants regarding their current complaint status and revise their response filing.

Although I am unable to confirm my (Embarq) source, I was told that Embarq installed used (obsolete) equipment to extend service to my area (photo attached) and negated the potential to provide current technology. One of the complainants recently frustrated with his dial-up internet service was able to reach an "Embarq manager" who informed him that this area will <u>never</u> have high-speed internet service. This is quite informative in view of the fact that the rest of the country is gearing up for installation of the next plateau of higher speed service.

Since being informed of the inability of the South Carolina PUC to control the level of service provided by a monopoly utility, I intend to pursue this matter via my legislative representatives.

I was visited by two Embarq managers who listened intently, denied the poor service, and provided one of their phone numbers so we might contact him directly in case of trouble. We used this contact twice to complain about dropped calls, and although they informed us of parts replacement, we continue to experience this problem right up through Sept 2, 2008. What do they intend to do for the other complainants???

In response to Embarq's filing dated July 21, 2008, I would like to inform the Commission of the following:

- Item 1 Each of the complaints filed in my original letter were valid. The fact that most of the customers were too frustrated to continue to complain is purely an indication of Embarq's failure to respond.

- Item 2 Embarq's definition of "a timely manner" is certainly suspect when you consider the true amount of time to repair – even if they deem it to be their problem – they blamed the power company for the hum.
- Item 3 Although no attempt to use 911 service has failed, you must consider what the people with no service because of rain were expected to use had the need arose.
- Item 4 Now understood to be a legislative issue and will be pursued as such.
- Item 5 Embarq needs only to spend a week at my house (and a week at an AT&T subscribers home) to learn that the quality of their service at my house is inferior. We are charged higher fees than other Embarq customers who are provided with bundled services (see enclosed ad) because in the face of competition from cable franchises they feel must stay competitive, and use money collected from customers such as me to subsidize it. My basic service fee is $10.00 higher than it was with Bell South. I also received a $10.00 discount on my satellite TV bill (via Bell South) and I was able to purchase flat rate long distance from AT&T for $5.00 less than I can here. In addition, my internet costs $50.00 plus tax for frequently inferior service in lieu of $19.95 for the unavailable DSL.
- Item 6 DSL is not currently a regulated service. At least for the time being, Embarq can hide behind the law.
- Item 7 Please refer to my ongoing complaints and Embarq's response to the FCC and SC PUC.

In general, it is my opinion that Embarq and its customers are better served by updating their equipment and providing current and quality services.

Sincerely,

On behalf of myself and the signatories,
E. R. (Ron) Rutter

NAME	ADDRESS	PHONE #
Linda Donaldson	103 Mariners Cove Rd. Hodges 29653	864.456.5880
Linda Donaldson		
EVERETT COLLIN	339 MIDDLETON PL. Hodges 29653	(864) 456-2507
EVE Collin		
Betty Tilly	~~516 Martin Ln~~ 112 Mariners Cove Rd Hodges 29653	864-456-2866
Betty Tilly		
Frances Knapp	112 Mariners Cove Rd	864-456-2866
Ron + Judy Rutter	101 Mariners Cove Rd Hodges 29653	864-456-2173
Judy Rutter		
Roger Dean	117 Mariners Cove Rd 29653	864-456-2633
Carol Dean	" " "	
Stanley Howard	106 Mystic Ct. Hodges S.C. 29653	864-456-3282
Renee Toth	264 Dayton Way Hodges SC 29653	864 456-3564
Kathi Anderson	203 Dragon Way Hodges	456-7998

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Consumer Affairs
Tarboro, NC 27886
EMBARQ.COM

August 5, 2008

Jeffrey Tignor, Acting Chief
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street SW
Washington, D.C. 20554

RE: Informal Complaint for E Ron Rutter
08-C00031563
Notice of Informal Complaint due September 5, 2008

Dear Mr. Tignor:

This letter is in response to the informal complaint filed with the FCC by E Ron Rutter, regarding (864) 456-2173. Mr. Rutter filed a complaint with the FCC regarding High Speed Internet availability.

Mr. Rutter, who established service with Embarq on 9/20/07, indicates he has experienced continuing troubles on his line as well as his neighbor's lines. Mr. Rutter's account does not reflect any trouble tickets issued with Embarq's Repair Center since establishing service. While some of Mr. Rutter's neighbors did report some troubles since 2006, they do not reflect an ongoing history of service issues as indicated in the complaint file with the PSC.

Mr. Rutter and his neighbors live in a subdivision called Plantation Point which was developed in 2002. In September 2007, this area did experience a noise issue that was the result of a lightning strike that damaged several buried cable shield bonds, allowing noise induction from the power system. These bonds were identified and corrected in a timely manner.

After receiving Mr. Rutter's inquiry, all customer's lines on the listed petition were tested for line quality. Only one line reflected a slight noise trouble which was traced back to a very high resistance, open cable pair trouble found in an existing pedestal. This was repaired on 6/17/08 and the customer, 864-456-2507, was notified. The customer advised the technician she was not aware of any noise on her line.

Embarq's Installation and Repair Supervisor met with Mr. Rutter on 6/19/08 to discuss his service issues. Mr. Rutter spoke of his phone not working, however, his main issue was that he wants High Speed Internet (HSI) service. Mr. Rutter's line was tested and it was found all readings for the line met Embarq standards. It was explained to Mr. Rutter that HSI is not available to his area because of the distance from the Digital Loop Carrier (DLC) which is 19K feet. Mr. Rutter was happy with the visit and the local contact numbers provided to him, however, he still reinforced his desire to have HSI provided by Embarq.