

**From:** Karen Williams <kjwill@ruralnetwork.net>  
**To:** <Dcooley@puc.state.id.us>  
**Date:** 6/21/01 11:52AM  
**Subject:** local tariff

Doug,

Here is the letter you requested.

As you recall, the primary issue that remains in the vacation rate. The old rate structure is unsatisfactory for both customers and staff. Customers compare our rate structure to other phone companies and want similar offerings. Our staff has to maintain and monitor vacation rates under the old structure -- costing the company considerably more in labor costs. Our ideal is to have a system that requires little or no monitoring, and which is flexible enough to meet customer needs.

Thank you for your attention to this matter.

Karen J. Williams

**CC:** <cew@givenspursley.com>, Lane Williams <lane@ruralnetwork.net>