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Study on Fair Rates
 Division of Records and Reporting
 2540 Shumard Oak Blvd.
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There definitely should be a study and corrections on fair rates for the telephone customers for they are surely being ripped off on every bill, especially AT&T bills. Nearly every month there is a new charge of 85-95 cents on my bill and I have no idea what the charges are for and for which none of your representatives seem to know either. Recently there was a charge on my AT&T bill for deaf mute service, which we all have to pay. How many customers use this service?

When fifty cents was put on our bills years ago for 911 service we were led to believe it would all be paid for within a year and there would be no more charge for it. It is still on each month but has been changed up and down from time to time.

This past month there were two charges on my AT&T bill and I am not even supposed to have any AT&T service. One charge was for eighty-five cents for Carrier Line Charge. For an explanation of this charge they had a note to please call which I did but I didn't get a reasonable explanation so I still don't know what the charge is for. The other charge was ninety-three cents for Universal Connectivity, whatever that is. The representative surely did not give me a satisfactory answer.

In November of '97 and January of '98 my long distance calls were arbitrarily switched from Sprint to AT&T without my knowledge or consent. I only found out about this change when I got a bill from AT&T. No one at Sprint or AT&T could explain how this happened and I thought this sort of a deal was illegal. Since I am the only person in my household I know that no one authorized this switch. When checking my neighbors and friends who have AT&T exclusively some had these charges and some did not. I would surely like to know why they appeared on my AT&T bill which I wasn't even supposed to have their service.

I do not subscribe to this in-house wiring insurance because that has been a rip-off from the beginning. I have had telephone service constantly for over 60 years and I have never had any inside wiring problems. Outside wiring problems - yes.

I recently moved and had to have all my utilities re-connected, including my telephone which I hope hasn't been switched back to AT&T for my long distance calls. When I had United Service and they changed to Sprint I told them positively I wanted all service with Sprint and I thought that was the way it was until I started getting bills from AT&T. My moving bill, water and sewer and electric connections all together were less than my telephone connection.

I think the telephone communication systems have all gone wild on charges, competition and service. This punch and wait system is the most annoying and time consuming. Give me the good old days when you could dial a number and get a human being to answer.

In my opinion I think the whole telephone system is a rip-off for its customers because we are having to pay for every so-called improvement they can come up with and the "buck doesn't stop" with anyone.

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