

JUDITH H. WALLACE, REALTOR

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August 23, 1998

Study on Fair Rates (No. 980000A-SP)  
Division of Records and Reporting  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Gentlemen:

As I am unable to attend the public hearing regarding your study as to fair and reasonable telecommunications service rates, I shall take this opportunity to express my concerns.

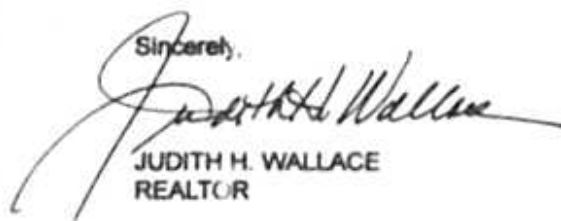
I recently purchased a new telephone with the express intent of utilizing the voice mail feature. I called Sprint to activate the service. I was first told that there would not be a charge to retrieve my message. They then apologized and informed me that as I live in the Placida, Boca Grande, Cape Haze area that there would be a twenty-five cent charge for every incoming call to voice mail. In addition, there would be yet another twenty-five cent charge for each message as I retrieved it. As I am a Realtor, you can well imagine that this would result in an unusually expensive practice. This is my regular service and not a cell phone.

Needless to say, I was very upset by this. I have talked with others in the area and they too are outraged by these excessive charges.

Sprint explained that the reason for this is that their processing center is located in Port Charlotte. I find that an inadequate explanation as that amounts to about twelve to fifteen miles! I feel that it is their responsibility as a public utility, when this new technology is implemented that it be provided to the public in an equitable manner. There is no clear reason for these excessive charges in this area of Charlotte County other than the fact that they think they can get away with it.

I do hope that your committee will look into this situation, and provide some relief to those of us in this area that are trying to conduct business in Charlotte County. Thank you for this opportunity, and I look forward to hearing from you soon.

Ms. Judith H. Wallace  
13055 Via Cassia  
Placida, Florida 33946

Sincerely,  
  
JUDITH H. WALLACE  
REALTOR

LYNDSAY P. WHITE, INC., REALTOR  
CAPE HAZE PLAZA  
8501 PLACIDA ROAD  
CAPE HAZE, FLORIDA 33946  
BUS. (941)697-3121 EVE (941)697-8425/FAX

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