ORIGINAL

Timolyn Henry

From:	Ruth McHargue
Sent:	Tuesday, November 21, 2006 1:58 PM
To:	Timolyn Henry
Cc:	Matilda Sanders
Subject:	FW: E-Form Other Complaint TRACKING NUMBER: 7060

CONSUMER

Please add to docket file 060700

CMP __|__

COM _____

CTR _____

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, November 16, 2006 8:43 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 7060

ECR _____

GCL __|__

Complaint filed with PSC

OPC _____

Choose Service Type: Local Telephone Service CUSTOMER INFORMATION

RCA _____

SCR _____

Name: ROBERT CAVIGAN JR
Telephone: 850-893-4426
Email: robertgavigan@earthlink.net
Address: 3621 KILLARNEY PLAZA CT TALLAHASSEE 32309-7108

SGA _____

SEC _____

OTH _____

BUSINESS INFORMATION

Business Account Name: ROBERT CAVIGAN JR / RESIDENTIAL Account Number: 8508934426663
Address: 3621 KILLARNEY PLAZA CT TALLAHASSEE Florida 32309-7108

COMPLAINT INFORMATION

Complaint: Other Complaint against Embarq Florida, Inc.
Details:
The Florida PSC is charged with the responsibility of ensuring that consumers are not
constantly being hit-up with higher and higher rates by the phone company. In the area of
my local service from Embarq, you have been grossly dereilict of your duty to protect me
and other telephone customers in Tallahassee and indeed throughout Florida. Embarq has
done nothing but raise my monthly bill ever since I established service with them in
August 2005. I AM FED UP WITH YOU - PUBLIC SERVICE COMMISSIONERS - acting as nothing more
than a rubber-stamp for whatever rate increases that Embarq asks for. They will
undoubtedly receive any and all rate increase approvals from you. I am a poor working
soul, I can barely afford to eat. I DEMAND THAT YOU FORCE EMBARQ TO ROLLBACK THE RATE
INCREASE THAT YOU APPROVED AND WHICH TOOK EFFECT ON NOVEMBER 1, 2006. I'M GOING TO HAVE TO
DO WITHOUT PHONE SERVICE IF YOU DO NOT ACT. I AM NOT WEALTHY LIKE YOU FOLKS ARE. I AM
STRUGGLING TO SURVIVE. DO YOUR DAMN JOB AND STOP THE PHONE COMPANY FROM RAPING POOR PEOPLE
LIKE ME.