

ORIGINAL

August 27, 1998

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

Dear Sirs:

I have just read the announcement that was in my telephone bill about the hearings that are scheduled to be held concerning fair and reasonable basic local telephone rates.

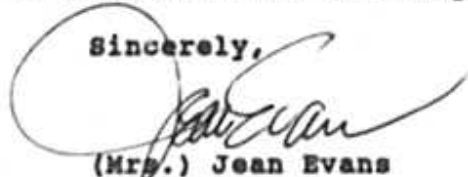
Since I am not able to attend the hearing here in Tallahassee, I felt that I needed to write this letter in regards to our phone bills.

I have listed below an example of what my phone bill looks like (also I am enclosing a copy of the original); so that you will be made aware of the total confusion that exists in reading our phone bills and trying to understand what all those hidden charges are. What a total mess!! I wanted to scream when I got this bill. I have, on occasion, called to find out what the various charges were, and I was really surprised.

I find it necessary at this stage in my life to have a phone in my home, but is getting harder and harder for me to keep up with this. So, for the average (or poor) working public, please consider not an increase, but rather a reduction in our phone bills.

I thank you for your consideration of this request.

Sincerely,



(Mrs.) Jean Evans
58 Beasley Rd.
Sopchoppy, Florida 32358

- ACK
- AFA
- APP
- CAF
- CMU
- CTR
- EAG
- LEG
- LIN
- OPC
- RCH
- SEC
- WAS
- OTH

PLEASE SEE BELOW:

LOCAL SERVICE ITEMIZATION

Telephone/Access Act Charge
Access Line = 1 Party
Telephone No. Touch Tone

DOCUMENT NUMBER-DATE

09402 AUG 28 88

Page Two

NON-REGULATED SERVICE ITEMIZATION

Service # Description # Lineguard

CHARGES AND CREDITS

Discret' nary Tax

Partial month credit for nonregulated services discontinued
(I had voice mail taken off my phone)

NETWORK ACCESS CHARGES

FCC Access Charge

DETAIL OF TAXES

Federal tax

State tax

SUMMARY OF CURRENT CHARGES

Charges and Credits (July 26 1998 # see detail)
Long distance (July 26 1998 # see detail)
Taxes (July 26 1998 # see detail)

CHARGES AND CREDITS

Carrier Line Charge (for explanation of this charge, please
Call (they give you a toll free number to call for an
Explanation)

TOTAL CURRENT CHARGES (AGAIN)

LONG DISTANCE CHARGES

DETAIL OF TAXES

Federal Tax

Gross Receipts Tax MCI telecommunication

CARRIER SUMMARY

Sprint Local Communications

MCI

AT & T



FOR LOCAL BILLING INQUIRIES, CALL 811
LONG DISTANCE INQUIRIES, CALL 1-800-326-2384
FINAL ACCOUNT INQUIRIES, CALL 804-589-1195

SUMMARY OF CURRENT CHARGES

LOCAL SERVICE	SEE DETAIL	10.76
NON-REGULATED SERVICE	SEE DETAIL	2.65
CHARGES AND CREDITS	SEE DETAIL	5.69%
NETWORK ACCESS	SEE DETAIL	3.50
TAXES	SEE DETAIL	.97

TOTAL CURRENT CHARGES **12.19**

LOCAL SERVICE ITEMIZATION
SERVICE - AUG 04 TO SEP 03

DESCRIPTION	QUANTITY	UNIT RATE	AMOUNT
TELE/ACCESS ACT CHARGE	1	.11	.11
ACCESS LINE - 1 PARTY	1	9.65	9.65
TELEPHONE NUMBER 850 962 3200			
TOUCH TONE	1	1.00	1.00

TOTAL LOCAL SERVICE **10.76**

NON-REGULATED SERVICE ITEMIZATION
SERVICE - AUG 04 TO SEP 03

DESCRIPTION	QUANTITY	UNIT RATE	AMOUNT
LINEGUARD	1	2.65	2.65

TOTAL NON-REGULATED SERVICE **2.65**

CHARGES AND CREDITS

DISCRETIONARY TAX		.02%
PARTIAL MONTH CREDIT FOR NONREGULATED SERVICE DISCONTINUED C707435		5.04%
PARTIAL MONTH CREDIT FOR LOCAL SERVICE DISCONTINUED C707435		.63%

TOTAL CHARGES AND CREDITS **5.69%**

NETWORK ACCESS CHARGES

FCC ACCESS CHARGE	3.50
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TOTAL ACCESS CHARGES **3.50**

DETAIL OF TAXES

FEDERAL TAX	.27
STATE TAX	.15%



MCI

PAGE 7
850-962-3200 (715)
AUGUST 04, 1992

SUMMARY OF CURRENT CHARGES

LONG DISTANCE CHARGES
TAXESSEE DETAIL
SEE DETAIL57.52
3.24

TOTAL CURRENT CHARGES

60.76

LONG DISTANCE CHARGES

REF	DATE	TIME	PLACE CALLED	NUMBER CALLED	FROM PLACE	FROM NUMBER	CODE	MIN	AMOUNT
BILL FROM	850-962-3200								
1	JUL 02	08:50:14pm	SOPCHOPPY FL	850-962-3200	STARKE	FL 904-964-8614	AES	10.0	3.65
2	JUL 03	01:00:48pm	SOPCHOPPY FL	850-962-3200	STARKE	FL 904-964-8614	ADS	10.0	4.55
3	JUL 03	07:43:22pm	SOPCHOPPY FL	850-962-3200	STARKE	FL 904-964-8614	AES	10.0	3.65
4	JUL 03	07:55:24pm	SOPCHOPPY FL	850-962-3200	STARKE	FL 904-964-8614	AES	10.0	3.65
5	JUL 04	07:26:10pm	SOPCHOPPY FL	850-962-3200	STARKE	FL 904-964-8614	ANS	2.0	2.07
6	JUL 08	06:27:00pm	SOPCHOPPY FL	850-962-3200	STARKE	FL 904-964-8614	AES	10.0	3.65
7	JUL 11	09:23:47am	SOPCHOPPY FL	850-962-3200	STARKE	FL 904-964-8614	ANS	10.0	3.35
8	JUL 12	03:35:02pm	SOPCHOPPY FL	850-962-3200	STARKE	FL 904-964-8614	ANS	5.0	2.55
9	JUL 12	05:27:45pm	SOPCHOPPY FL	850-962-3200	STARKE	FL 904-964-8614	AES	10.0	3.65
10	JUL 15	06:14:02pm	SOPCHOPPY FL	850-962-3200	STARKE	FL 904-964-8614	AES	10.0	3.65
11	JUL 16	07:07:34pm	SOPCHOPPY FL	850-962-3200	STARKE	FL 904-964-8614	AES	10.0	3.65
12	JUL 16	09:46:00pm	SOPCHOPPY FL	850-962-3200	STARKE	FL 904-964-8614	AES	10.0	3.65
13	JUL 18	11:53:53am	SOPCHOPPY FL	850-962-3200	STARKE	FL 904-964-8614	ANS	10.0	3.35
14	JUL 18	02:56:34pm	SOPCHOPPY FL	850-962-3200	STARKE	FL 904-964-8614	ANS	10.0	3.35
15	JUL 19	11:09:21am	SOPCHOPPY FL	850-962-3200	STARKE	FL 904-964-8614	ANS	10.0	3.35
16	JUL 19	11:48:47am	SOPCHOPPY FL	850-962-3200	STARKE	FL 904-964-8614	ANS	10.0	3.35
17	JUL 19	12:00:49pm	SOPCHOPPY FL	850-962-3200	NAPLES	FL 941-353-1037	ANS	1.0	2.40

SUBTOTAL FOR 850-962-3200

57.52

TOTAL LONG DISTANCE CHARGES

57.52

***Rate Codes for Interstate and Intrastate Long Distance Calls

	Customer Dial Rate	Overseas Rate	Service Charge/Custom Feature
A = Automatic Number Identification(ANI)	D = Day	R = Standard	C = Calling Card F = Call Forward
M = Multiple Rate Period	E = Evening	T = Discount	P = Person X = Conference
	N = Night/Weekend	Y = Economy	S = Station

C = When this symbol appears in the left margin, it indicates credit has been applied and the toll call is being billed at the reduced rate.

R = When this symbol appears in the left margin, it indicates a toll call has been billed to your account after being investigated by a toll investigation group.

DETAIL OF TAXES

FEDERAL TAX
GROSS RECEIPTS TAX-MCI TELECOMMUNICATION1.77
1.47

MCI

MCI

PAGE 8
850-962-3200 (715)
AUGUST 04, 1998

TOTAL TAX

3.24



Printed on
Recycled Paper

THANK YOU FOR YOUR PROMPT RESPONSE



AT&T

PAGE 10
850-962-3200 (215)
AUGUST 04, 1998

REF	DATE	TIME	PLACE CALLED	NUMBER CALLED	FROM PLACE	FROM NUMBER	CODE	MIN	AMOUNT
26	JUL 18	12:30:19PM	DAYTONABCH FL	904-250-9580			AN	1	.14
27	JUL 19	08:57:52AM	MEMAHITCHK FL	850-639-5800			AN	1	.14
28	JUL 19	08:03:46PM	NAPLES FL	941-352-6830			AN	9	1.26
29	JUL 21	09:29:41PM	NAPLES FL	941-352-6830			AE	5	.80
30	JUL 23	08:37:59PM	MEMAHITCHK FL	850-639-5800			AE	1	.14
31	JUL 23	08:41:54PM	MEMAHITCHK FL	850-639-5800			AE	5	.80
32	JUL 24	09:58:05AM	PANAMACITY FL	850-747-6913			AD	1	.22
33	JUL 24	10:41:15AM	PANAMACITY FL	850-747-6913			AD	21	4.62
34	JUL 25	08:32:22AM	BLOUNTSTWN FL	850-674-8302			AN	1	.14

SUBTOTAL FOR 850-962-3200

14.96

SUBTOTAL LONG DISTANCE CHARGES

14.96

OPTIONAL CALLING PLAN DETAIL

Universal Connectivity Charge

.93

TOTAL LONG DISTANCE CHARGES

15.89

DETAIL OF TAXES

Federal Tax @ 3%

Florida Gross Receipts Tax Surcharge

Florida Intrastate Gross Receipts Surcharge

.51

.05

.38

TOTAL TAX

.94

***Rate Codes for Interstate and Intrastate Long Distance Calls

	Customer Dial Rate	Overseas Rate	Service Charge/Custom Feature
A = Automatic Number Identification(ANI)	D = Day	R = Standard	C = Calling Card F = Call Forward
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R = When this symbol appears in the left margin, it indicates a toll call has been billed to your account after being investigated by a toll investigation group.

I missed these in my letter to you also!



CALL 1-800-222-0300 FOR AT&T BILLING INQUIRES AND TO
ORDER OTHER SERVICES SUCH AS CARDS, LONG DISTANCE
SERVICES ETC.

SUMMARY OF CURRENT CHARGES

CHARGES AND CREDITS	JUL 26 1998 SEE DETAIL	.85
LONG DISTANCE	JUL 26 1998 SEE DETAIL	15.89
TAXES	JUL 26 1998 SEE DETAIL	.94

TOTAL CURRENT CHARGES	17.68
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AT&T Invoice Charges For period Ending JUL 26, 1998

CUSTOMER INFORMATION AREA

Your bill has two changes. The FCC has altered the way long distance carriers pay access fees to local phone companies. AT&T is now recovering some of its average per customer access costs in the form of a monthly Carrier Line Charge of \$0.85/account. Also, the FCC extended the Universal Service Fund not only to help provide affordable phone service but also to give schools and libraries access to the Internet. AT&T must contribute to this Fund and is assessing a monthly Universal Connectivity Charge of \$0.93/account instead of the previously announced 5X. For info, call 1 800 532-2021.

CHARGES AND CREDITS

For an explanation of this charge, please call
1 800 532-2021.
Carrier Line Charge .85
For an explanation of this charge, please call
1 800 532-2021.

TOTAL CHARGES AND CREDITS

.85

LONG DISTANCE CHARGES

REF	DATE	TIME	PLACE CALLED	NUMBER CALLED	FROM PLACE	FROM NUMBER	CODE	MIN	AMOUNT
BILL FROM 850-962-3200									
18	JUN 27	12:00:30PM	MEMPHITCHK FL	850-639-5800			AN	1	.14
19	JUN 28	10:28:24AM	MEMPHITCHK FL	850-639-5800			AN	1	.14
20	JUL 06	08:11:47PM	MEMPHITCHK FL	850-639-5800			AE	17	2.72
21	JUL 13	03:15:45PM	BLOUNTSTWN FL	850-674-8302			AD	1	.22
22	JUL 15	10:46:47AM	NAPLES FL	941-455-3131			AD	6	1.32
23	JUL 15	06:41:54PM	HAVANA FL	850-639-9744			AD	1	.22
24	JUL 15	06:43:22PM	BLOUNTSTWN FL	850-674-8302			AD	1	.22
25	JUL 15	06:53:17PM	MEMPHITCHK FL	850-639-5800			AD M	8	1.70



LOCAL COMMUNICATIONS

PAGE 4
866-962-3200 (715)
AUGUST 04, 1998GROSS RECEIPTS TAX-OTHER
COUNTY 911 SERVICE CHARGE.35
.50

TOTAL TAX

.97

*I missed these charges letter in my letter***Dial
411****for any number
coast to coast.**

Get business or residential listings anywhere in the U.S., with just one call. Dial 411, even if you don't know the area code. It's easy. And it's just one more communication service Sprint puts easily within your reach, at home, business or anywhere in between. For long distance numbers, each 411 call is just 85¢. To get local numbers, you pay only 45¢. And each month, you get three free local 411 calls.



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FL-98-34
UT-98-40**CUSTOMER INFORMATION AREA****TAKE ADVANTAGE OF CALL-IN SERVICE HOURS AT SPRINT'S
CUSTOMER CARE CALL CENTER:****MONDAY - FRIDAY 8 A.M. - 6 P.M. (E.S.T.)****SATURDAY 9 A.M. - 1 P.M. (E.S.T.)****YOU'LL FIND THE NUMBER OF YOUR CUSTOMER CARE CALL
CENTER IN THE INFORMATION PAGES OF THE TELEPHONE
DIRECTORY AND ON YOUR BILL.****NONPAYMENT OF REGULATED CHARGES MAY RESULT IN DISCONTINUANCE
OF SERVICE. THE AMOUNT OF REGULATED CHARGES MAY BE OBTAINED
BY CALLING THE BUSINESS OFFICE NUMBER ON PAGE ONE. ITEMIZATION
OF YOUR LOCAL BILLING IS PROVIDED MONTHLY AND SHOULD BE REVIEWED
UPON RECEIPT.****PLEASE HELP PROTECT THE TELEPHONE NETWORK AGAINST ACCIDENTAL
OUTAGES FROM CABLE CUTS BY CALLING AT LEAST 48 HOURS BEFORE YOU
DIG OR DRILL, TOLL-FREE: 800-432-4770. WE WILL LOCATE BURIED
CABLES FOR YOU FREE OF CHARGE.****DEADLINE FOR VOTER REGISTRATION: YOU MUST REGISTER BY
AUG. 31, 1998 TO VOTE IN THE OCT. 1, 1998 PRIMARY. ADDITIONALLY,
YOU MUST REGISTER TO VOTE BY OCT. 5, 1998 TO VOTE IN THE**

SPRINT

THANK YOU FOR YOUR PROMPT PAYMENT