

ORIGINAL

August 26, 1998

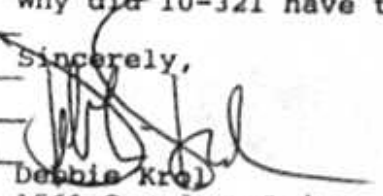
Study on Fair Rates (No.980000 A-SP)
Division of Records & Reporting
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Gentlemen:

I received this address in BellSouth's telephone bill mail out a couple of days ago and have been quite dismayed at what happened to me today.

On August 14, 1998, I called BellSouth to tell them to drop AT & T as my long distance carrier, as I heard on Nightly Business Report that they were going to start charging \$3.00 per month for long distance customers. When I paid my BellSouth bill a couple of days ago, I deducted \$1.88 they (AT & T) put on my bill as a connection charge when I didn't even use my long distance. I also called AT & T to ask them to deduct this amount and they said something about blocking my telephone number. I hardly ever call long distance and informed BellSouth that I would use 10-10-321 if I needed to call long distance. The previous month for AT & T, I was charged .95 for the connectivity charge calling long distance for Father's Day.

I went to use my telephone today at 6:00PM, and my phone/s did not work; no light, no dial tone, no nothing. I had to go out and use another phone to call BellSouth to tell them my phone was not working. I do not see how AT & T has the right to block my local service or any service. I assume they are BellSouth's lines; and I am quite upset that this is happening.

ACK _____ If someone is not calling long distance, (the initiator), there
 AFA / shouldn't be any charges on your bill for long distance and your
 APP _____ local carrier (BellSouth) shouldn't hold you hostage for the
 CAF / charges a long distance carrier puts on your bill (interest on the
 CMU / charges included). You should also be able to receive long dis-
 CTR _____ tance calls on your telephone. I would assume BellSouth could and
 EAG _____ would handle all calls made in Florida to anywhere in Florida.
 LEG / I am tired of what some of these companies will do to the consumer.
 LIN / why did 10-321 have to change to 10-10-321?
 OPC _____ Sincerely,
 RCH / 
 SEC / Debbie Krol
 WAS / 1561 Onondago Drive
 OTH / Brad Geneva, FL 32732

DOCUMENT NUMBER-DATE

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