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William J. Grimes

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August 25, 1998

Study on Fair Rates
Division of Records and Reporting
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Sir or Madam:

I think I have stumbled upon a quiet way that Sprint and ATT have given themselves a rate increase. When a long distance call is not completed, they charge for one minute of long distance time. I challenged Sprint yesterday. The representative said, "An answering machine probably answered as you were hanging up. The number of rings you hear are not necessarily the number of rings at the other end of the line." I protested that I got a busy signal for one of my calls. She said, "The charge will be removed for this one time." Such a deal! This indicates to me that the company only monitors that all the switches are complete to make the connection. Then they assume the call is complete. A wonderful assumption for stockholders, especially if this happens a million times a year. If Company technology cannot be set to distinguish between a busy signal and a completed call then no charge should apply. I also wonder why this billing procedure seems to have started within the last couple of months.

I know that my brothers answering machine does not respond until there have been at least five rings. I would not be surprised if I was billed for a completed call if I hung up after only a few rings. The telephone companies know a dime is not worth complaining about so they take a little extra. Maybe the long distance access fee is not large enough. Maybe they need better computer programs. Maybe they know what they are doing. Please look into this matter as part of your fair rate study.

Sincerely,

Bill Grimes

Bill Grimes

- ACK _____
- AFA 1
- APP _____
- CAF 1
- CMU 1
- CTR _____
- EAG _____
- LEG 1
- LIN _____
- OPC _____
- RCH 1
- SEC 1
- WAS _____
- OTH: Bad