

ORIGINAL

JAMES Theodore Fyffe  
3506 San Luis Street  
Tampa, FL 33629-7921

August 31, 1998

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

To Whom It May Concern:

I am opposed to any basic telephone rate increase not justified by (1) new costs or (2) improvements in service. My service has not improved, rather, it has deteriorated: (1) billing errors; (2) calls that end as soon as the phone is picked up and for which telephone troubleshooters are unable to explain; and (3) outside wire repair that took longer than was "guaranteed." My point: the basic service I have been getting does not warrant a higher monthly charge.

The telephone company already assures its profit margin on optional services: e.g., caller ID at \$8/mo., or the Wire Maintenance Plan: the price of which will increase 95% in October, and can hardly be classified as "optional."

Telephone service allows me to transact personal business from home. One could say that I save gasoline and reduce traffic congestion by using the telephone; true, but reality is that for me travel is difficult. I also have need of a telephone reassurance program for my well-being. My point: a telephone is more a necessity (would you forego 911?) than an indulgence.

Please know that I find GTE employees diligent, generally competent, and easy to work with. That is as it should be, but it does not warrant a rate increase.

Your consideration of my concerns will be appreciated.

*James Theodore Fyffe*

DOCUMENT NUMBER-DATE

09574 SEP-28

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