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ORIGINAL

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Study on Fair Rates (No. 980000 A-SP)

Division of Records and Reporting -

I will not be able to attend any of the Bell South public hearings but I do have questions that I would like answers if possible. On my July 4, 1998 bill there was listed under Charges and Credits work Completed June 19, one time charge for changing my Inter LATA Long distance Company to WLT TEL, amount \$1.49. I had never heard of this or been contacted much less given permission for any change. I called an 800# and was given credit for this and it was removed from my August bill. Also on my June bill was an OAN service provider which again I had not heard of or been contacted. There were Charges and Credits to have it put on my bill as well as two of my long distance calls were listed under that I called their 800#, got a very nasty response from a female, was told the government added that and I would pay it. Amounted to \$5.00 and I did pay it. The OAN was again on my August bill with three of my long distance calls listed, which I paid as I had made the calls. I made copies of these and wrote a letter to the office in South Carolina. Have not heard a word from them. I called another 800# and nothing could be found on the computer about the OAN.

My questions are: What can be done about situations like this where the subscriber has no knowledge of these things being done and carriers or changes made without our consent. My only income is Social Security. I need a phone and I have always paid my bill on time. I can send copies if necessary. Thank you if I can get an answer.

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