

Aug. 18, 1998

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Dear Sir,

I wish to voice my comments about my phone charges. Our phone bill has become a financial burden for us. We must have a phone because of my husband's business and health problems.

We have two phones in our house. Here are some of the reasons for discussion:

- #1. It's unfair to charge an extra \$5.00 for telecommunications access system Act surcharge for the 2nd phone. This is higher than the first.
- #2 Why can't there be just 1 fee for inside wire maintenance since it's at the same address.

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#3 The optional services keep going up. They spend so much money with commercials and ads to sell these features cheap, then they turn around and raise the rate.

#4 I just added call tracing because someone threatened my life. For this I have to pay and then pay a lawyer to subpoena the records. So unfair.

#5 They can skip the contests and just give low rate

My second line I use for paying for business and my brother in Japan. I'm being penalized for my second line, so unfair.

Thank you,  
Susan Ewers

98 AUG 20 AM 7:39

MAIL ROOM

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