

ORIGINAL

Patrick J. Utecht  
235 Hedgecock Court  
Satellite Beach, FL, 32937-3008  
18 August 1998

The Florida Public Service Commission  
Division of Consumer Affairs  
Tallahassee, FL 32399-0850

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

Dear Sir or Madam:

I have received notice that you are considering a study about the rates charged for residential telephone service. The following concerns two factors to evaluate as you conduct that review.

Some time ago, we received notice that Bell South had reduced the number of free calls that could be made for directory information from three to two. In effect, that was an increase in costs to every customer. As such, it can be assumed that such service represents a real cost to Bell South, and that it has a real value to consumers. Based on those considerations, I believe that every consumer who does not use the present allotment of "two free calls" should receive a credit to their bill for every month in which they are not used. While I have not used that service in a long time, I seem to recall that the charge for excess calls was \$0.75 per call. Therefore, residential users would receive a monthly credit of \$1.50 if they did not make any calls for information.

In addition, I object to being charged for information calls for phone numbers when there is no listing in a directory. That mainly applies to new or changed listings. That policy should remain in effect until a revised or updated directory is issued.

Thank you,

*Patrick J. Utecht*  
Patrick J. Utecht

- ACK
- AFA
- APP
- CAF
- CMU
- CTR
- EAG
- LEG
- LIN
- OPC
- RCH
- SEC
- WAS
- OTH

*To clarify my last sentence, no charge should be applied for information calls until they are listed in a directory.*

DOCUMENT NUMBER-DATE  
09152 AUG 24 88  
FPC RECORDS/REPORTING