

19430 N. E. 22nd Road
North Miami Beach, Fl. 33179
August 24, 1998

ORIGINAL

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

Dear Sirs:

It is a shame that Bell South has a monopoly and we are compelled to put up with their tactics whether they are fair or not in their rates. However, I can't complain too much about that as I don't subscribe to all the unnecessary frills and my basic rate is not too bad. What I do not like is the frustration of trying to speak to a human being, and one can spend half a day punching buttons to find a simple answer. None of the push buttons have answers I want. Another thing with all the money they are making they do not need to replace human beings. They have so much wealth now, they are advertising on T.V. That seems a waste to me when we have no chance of competition from other companies.

On my last bill they decided to bill a charge for hook-up of AT&T. This was a new scheme. I called AT&T, and was told I had to speak to Bell South. Finally I did get a human being, and I was told that was added according to some rule, and I would have to pay it whether I used that service or not. This was automatically put on my bill without giving any indication before hand that was to be added to my bill. I very carefully read my bills, but my grandson did not even know it was on his bill. Many persons just pay what is stated. I was told that even if I had AT and T taken from my bill, I would still be charged something like 56¢ every month. Not that it is anything to groan about, but it is the idea one has to go along with their rules and when you have a different choice one still has to pay. I very seldom use long distance. My children call me, and I resent paying for a hook up that I do not use even though it is a small charge, but when you consider all the subscribers, Bell is making quite a bit.



MARGARET HARRISON
19430 NE 22nd Rd.
Miami, FL 33179

Sincerely yours,

Marguerite Harrison

Mrs. Arden T. Harrison

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