

I recently had billing on my Sprint long distance; a call I didn't make - I was # of an attorney in Missouri - never heard of him - bills for cell I didn't make - I've discontinued having bills paid thru bank acct - I got caught paying

Local Communications

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FPC - RECORDS/REPORTING

The meeting set for Ft Myers is a good idea - I cannot afford to leave my home evenings - honestly - I am 80 yrs old woman - living alone - and keep my door locked (at all times) but was attacked (Cape Coral Hospital records) (Can't get it investigated) at my entrance -

I do question the right (and explanation) of long distance lines (Sprint, AT&T) to put charges on those of us elderly whose telephone calls are not as frequent as many to make hefty bills -

Telephones are a safety necessity when one is living alone. It is easier for my out of state family (none live in Fla) to call me at their convenience so I only call them in emergencies (like the recent attack)

Punishing those of us who are of low income with less frequent calls is not fair.

I've inquired of the plan (I read about) that gives low income citizens special rates but I was told if I'm not "on the dole" (welfare) I do not qualify - I live frugally - and don't ask for welfare so - I'm told "you're stupid" not to get food stamps -

(\$3 per month
in newspaper)

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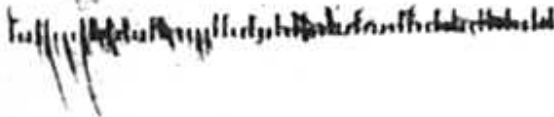
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Carrier Universal Service Charge Sprint is required to contribute to various federal Universal Service programs, including programs that provide subsidized local telephone service to consumers in rural areas and to low income consumers, and programs that provide discounted services of various kinds to schools, libraries and rural healthcare providers. Some of these programs are new, and others have recently been expanded.

Because of the amounts that Sprint is required to contribute to these programs, Sprint has decided to initiate a separate charge on your bill, the Carrier Universal Service Charge, that is intended to recover Sprint's costs of contributing to these Universal Service programs. By initiating this separate charge on your bill, Sprint is also letting you know how much of your total long distance dollar is needed to cover the cost of these federal programs. The Carrier Universal Service Charge will be applied to your other charges for interstate and international calls and services. These amounts will probably change periodically to reflect changes in the amount Sprint is required to contribute to the Universal Service programs.

While these federal Universal Service programs are being implemented, federal access charges paid by long distance carriers to local telephone companies have been reduced. Sprint has passed these cost savings along to Customers in the form of promotions and other lower rates. Different users have seen different reductions, but overall Sprint's rates have declined by more than the amount of decreases in access charges.

All long-distance companies incur these Universal Service costs. Sprint has chosen to be very straightforward in presenting these changes to you so that you know exactly how your long-distance dollar is being spent. For more information on the Carrier Universal Service Charge, call **1-888-212-2145**. Rest assured, you will continue to receive the same quality of service that you expect from Sprint.

Customer Account Information Use Sprint has a duty under federal law to protect the confidentiality of your account information. Protected account information includes your technical configuration, destination of calls and amount of calling or product use. Sprint is required by the FCC to obtain your permission to review your account information in order to inform you of Sprint branded services that may be of interest to you. You have the option to either grant or deny Sprint permission to use your account information to offer you Sprint products and services that fit your needs.

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This is HARD To Read



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