

ORIGINAL

Uwe F. Dyes

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Phone: 703-821-0715

August 26, 1998

Study of Fair Rates
Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee FL 32399-0850

Re: No. 980000A-SP

Ladies and Gentlemen:

In response to the Florida State Legislature's House Bill: No. 4785 (Chapter 98-277) I am enclosing a copy of my last telephone bill for my condominium on North Hutchinson Island, with the following comments:

- 1.- The entire bill is an incoherent jumble-mumble of charges on five pages which could have been listed on one or two pages as follows:

T A X E S

St. Lucie Count. Emergency 911	.50
FCC Charge for Interstate Toll Calls	3.50
Telecommunications Access System Surchge	.12
Federal Tax (3%)	.30
Federal Tax (3%) AT&T	.34
Florida Gross Receipt Tax (? %)	.14
Florida Gross Receipt Tax Surchge (2.50%)	.29 (*)
Total:	\$ 5.19

(*) - How Bell South arrived at \$.29 is an absolute mystery!

S E R V I C E C H A R G E S

Residential Message Rate Line	\$ 6.30
One-Time Charge for change to AT&T (InterLata ?? what is that ??)	1.49
One-Time Charge for changing local toll company (what is that??)	1.49
Universal Connectivity Charge (what is that ???)	.93
Carrier Line Charge	.85
AT&T One Rate (R) Plus Plan (?)	4.46
AT&T One Rate (R) (?)	4.95
Total:	20.47

ACK _____
 AFA 1
 APP _____
 CAF 1
 CMU 1
 CTR _____
 EAG _____
 LEG 1
 LIN _____
 OPC _____
 RCH 1
 SEC 1
 WAS _____
 OTH paid

My phone was not used once between July 10 and August 10, but I was charged \$25.66 , 25.35% of which consists of taxes .

DOCUMENT NUMBER-DATE

09490 AUG 31 88

FPSC-RECORDS/REPORTING

It goes without saying that the different charges and fees are never explained and nobody knows whether they are legitimate or not.

There is no other problem unrelated, however, to the rate structure and that is the mailing of bills, not only by Bell South, but also Florida Power and Light. Both utilities assess late charges, if bills are not paid by a certain date, but neither one of them mail their bills on the date they are dated and the envelopes bear no posting dates. Some bills are mailed up to seven days after the billing date. This is in clear violation of postal regulations. The postmark on the envelope is the governing date and in the absence of such postmark and only a Statement on the envelope "Presorted First Class Mail U.S. Postage Paid Bell South" If a company uses a Pitney-Bowes Mailing Machine and shows the incorrect mailing date all envelopes will be run through the cancellation machine by the Post Office and repeated violations of this regulation will result in the revocation of the Permit by the Post Office. This matter should be handled by the Public Service Commission and both utilities should be required to show mailing dates on their envelopes or get rid of their late charges.

Sincerely,

A handwritten signature in black ink, appearing to be "A. J. [unclear]", written in a cursive style.

Enclosure

BELLSOUTH

Bill Received 8/17/98

Page 1

Bill Mailed 8/13/98

UWE DYES

Account Number: 561 464-8847 556 0459

Bill Period Date: Aug 10, 1998

No Post

CURRENT CHARGES DUE BEFORE	AMOUNT OF LAST BILL	LESS PAYMENTS	ADJUSTMENTS	CURRENT CHARGES	TOTAL AMOUNT DUE
Sep 1	\$58.97	\$58.97	\$0.00	\$25.66	\$25.66

Important Notice(s)

should be Sept 14

Late Charge Reminder: A 1.5% Late Payment Charge will apply to any unpaid balance as of Sep 11. Nonpayment of Regulated Charges may result in discontinuance of service. Failure to pay unregulated and certain other charges, all of which are identified by ** on your bill, will not result in an interruption of local service. The amount of Regulated Charges may be obtained by calling 1-800-753-2909.

Helpful Numbers

BellSouth Telecommunications, Inc. (BST)

NOTE: Numbers for other companies are listed on their bill pages.

RightTouch® Service 1 800 826-6290

A quick, convenient, automated, 24 hour customer service.

(See "Messages" section for details.)

Please protect your RightTouch® Personal Access Code (PAC): 3518

Fail 8/18/98 chkd No. 349

(continued on page 2) ▶

Detailed Statement of Charges

Monthly Service Charges

Amount

Monthly Service - Aug 10 thru Sep 9

Basic Services

Quantity

1. Residential Message Rate Line	1 ...	6.30
2. Emergency 911 Charge. This charge is billed on behalf of St Lucie County.	1 ... **	.50
3. FCC Charge for Interstate Toll Access	1 ...	3.50
4. Telecommunications Access System Act Surcharge	1 ... **	.12
Total Basic Services		10.42
Total Monthly Service Charges		10.42

Local Usage

Amount

Local Usage Summary

Total Calls	Call Allowance	Calls Billed	Rate	
0	30	0	.10	
5. Local Usage Summary00
Total Local Usage00

** Unregulated Charge

AM E073097

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UWE DYES

Account Number: 561 464-8847 556 0459

Bill Period Date: Aug 10, 1998

Detailed Statement of Charges

<u>Other Charges and Credits</u>	<u>Amount</u>
Work Completed On Jul 7, 1998	
6. One time charge for changing your InterLATA Long Distance Company to AT&T	1.49
7. One time charge for changing your Local Toll company to AT&T	1.49
Total Other Charges and Credits	2.98

<u>Taxes</u>	<u>Amount</u>
<u>Taxes on Regulated Services</u>	
8. Federal Tax30
9. Florida Gross Receipts Surcharge14
Total Taxes on Regulated Services44
Total Taxes44

Total Bellsouth Current Charges 13.84

Messages

Bellsouth's RightTouch® service is an easy way to do business with us. Use any touch-tone phone to check your account balance, confirm receipt of your last payment, make payment arrangements, order services like Call Waiting and Caller ID, request a duplicate copy of your bill, order local telephone directories, or change your Personal Access Code (PAC). We even provide help on how to use telephone features. Call 1 800 826-6290, 24 hours a day, and follow the directions.


In order to provide better service during the days and hours most customers call, this summer we are closing our sales and service centers on Sundays and moving those service representatives to weekdays. Until mid-September these centers will be open 24 hours a day from 7:00 a.m. Monday through 10:00 p.m. Saturday. Repair service and RightTouch will continue to be available 24 hours a day, every day.



UWE DYES

Account Number: 561 464-8847 556 0459

Bill Period Date: Aug 10, 1998

 For AT&T Billing Questions, Call 1 800 222-0300 24 Hours a Day - 7 Days a Week

Detailed Statement of Charges

AT&T Invoice Charges For Period Ending AUG 03, 1998

AT&T Messages

ARE YOU MOVING?

Taking your AT&T services along is as easy as 1,2,3.

- Get your new phone number by contacting your new local company.
- Advise them that you want AT&T Long Distance Service in your new home.
- Call 1 800 MOVE ATT, ext. 38278, to enjoy continuous benefits of your AT&T calling plans and services in your new home.

Other Charges and Credits

	<u>Amount</u>
1. Universal Connectivity Charge93
2. For an explanation of this charge, please call 1 800 532-2021. Carrier Line Charge65
3. For an explanation of this charge, please call 1 800 532-2021. Charge for service added JUL 07 thru AUG 02 AT&T One Rate (R) Plus Plan (4.95/mo)	4.96
Total Other Charges and Credits	6.24

Optional Calling Services

	<u>Amount</u>
4. AT&T One Rate (R) Plus Plan	4.95
AUG 03 thru SEP 02	

AT&T One Rate (R) Plus Plan Summary

5. Direct Dialed Calls00
6. Calling Card Calls00

AM E073097


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UWE DYES

Account Number: 561 464-8847 556 0459

Bill Period Date: Aug 10, 1998

 For AT&T Billing Questions, Call 1 800 222-0300 24 Hours a Day - 7 Days a Week

Detailed Statement of Charges

Optional Calling Services (continued)

	<u>Amount</u>
Total AT&T One Rate (R) Plus Plan	4.95
Total Optional Calling Services	4.95

Taxes

	<u>Amount</u>
7. Federal Tax @ 3%34
8. Florida Gra Ropt Tax Surcharge 2.56%29
Total Taxes63

Total AT&T Invoice Billing Current Charges	11.82
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This portion of your bill is provided as a service to AT&T. There is no connection between BellSouth and AT&T. You may choose another company for your long distance telephone calls while still receiving your local telephone service from BellSouth.

AM E073097