

ORIGINAL

LIANBO ZHANG
3578 N. ALAFAYA TR.
APT#16
ORLANDO, FL. 32826
(407)-207-4085

FPSC

August 30, 1998

FPSC
Study on Fair Rates(No. 980000A-SP)
Division of Records and Reporting
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Sir or Madam:

I am glad to see that FPSC will be studying and reporting the fair and reasonable Florida residential basic local telecommunications service rate, considering affordability, the value of service, and the cost of providing residential basic local telecommunications service in the state. But I will be unable to attend the public hearings, and here I would like to give some comments.

I moved from the NY state to Florida state in the beginning of this year, and became a customer of BELLSOUTH. However, I experienced much trouble during the use of service provided by BELLSOUTH.

One of the greatest trouble is the Quality of Services provided by BELLSOUTH. I never get an answer within 30-minute waiting when I call the customer service line.

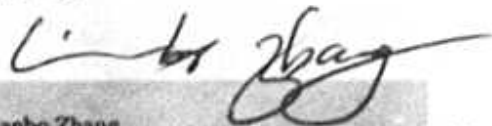
The second trouble is that my telephone line is often disconnected around 5pm, and repair service line at BELLSOUTH does not give me a reasonable answer or action, and claims that BELLSOUTH will charge me the repair fee. After 2 weeks, the problem is still not resolved. I think it's very unreasonable. I am still suffering after I paid \$85 installation fee and \$16.07 monthly fee to BELLSOUTH. Their services are not comparable to the fee I paid.

The last question is that why I should pay \$5 every month for the second line in my apartment where my roommate and I share. It's unreasonable to differentiate the lines within the same apartment. We should have same monthly service charge on both line.

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

I hope these problems with BELLSOUTH can be solved soon after your study. Thank you

Sincerely,



Lianbo Zhang

DOCUMENT NUMBER-DATE

09582 SEP-2 88

FPSC RECORDS/REPORTING

LIANBO ZHANG

Account Number: 407 207-4085 486

Bill Period Date: May 8, 1998

Helpful Numbers

BellSouth Telecommunications, Inc. (BST)

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

RightTouch® Service	1 800 826-
A quick, convenient, automated, 24 hour customer service.	
(See "Messages" section for details.)	
Please protect your RightTouch® Personal Access Code (PAC): 2801	
Billing Questions or to Place an Order 24 Hours a Day - 7 Days a Week:	
If calling from within the Florida BellSouth service area	780-
If calling from outside Florida or outside the Florida BellSouth service area	1-800-753-
Repair:	
If calling from within the Florida BellSouth service area	
Text Telephone (TTY) Users 7:00 AM - 7:00 PM (CST) Monday - Friday:	
If calling from within the Florida BellSouth service area	780-
If calling from outside Florida or outside the Florida BellSouth service area	1 800 251-

Detailed Statement of Charges

<u>Monthly Service Charges</u>	<u>Quantity</u>	<u>Amount</u>
<i>Monthly Service - May 8 thru Jun 7</i>		
<i>Basic Services</i>		
1. Residential Line	1 ...	10.45
2. Emergency 911 Charge. This charge is billed on behalf of Orange Uninc County.	1 ... **	.50
3. FCC Charge for Interstate Toll Access for Additional Line	1 ...	5.00
4. Telecommunications Access System Act Surcharge	1 ... **	.12
Total Basic Services		16.07
Total Monthly Service Charges		16.07

** Unregulated Charge

AV E054401

(continued)

Detailed Statement of Charges

Other Charges and Credits

Amount

Work Completed On Apr 13, 1998	
Charge for deregulated wiring	
5. Installation/rearrangement of jack on existing wire	** 45.00
Charge for new service (04/14/98 - 05/07/98)	
6. Residential Line (\$10.45/mo)	8.36
7. FCC Charge for Network Access for Additional Line (\$5.00/mo)	4.00
You have elected not to choose a local toll carrier for 207-4085	
You have elected not to choose an InterLATA Long Distance Carrier for 207-4085	
8. Charge for service connected - first line	40.00
9. Credit Extended Under Your Installment Payment Plan N9GFN4A	85.00
10. Installment Plan N9GFN4A. Payment number 1 of 6 for charges of \$85.00 for work completed on Apr 13, 1998.	15.00
Work Completed On May 5, 1998	
Your InterLATA Long Distance Company is AT&T	
Total Other Charges and Credits	<u>27.36</u>

Taxes

Amount

Taxes on Regulated Services

11. Federal Tax85
12. Florida Gross Receipts Surcharge42
13. County Tax	<u>1.33</u>
Total Taxes on Regulated Services	2.60
Total Taxes	<u>2.60</u>

** Unregulated Charge

RECEIVED
 SEP 2 1998
 SERVICE CENTER
 98 SEP -2 AM 8 22
 MAIL ROOM