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ORIGINAL

-M-E-M-O-R-A-N-D-U-M-

Date: March 7, 2000
To : Director, Division of Records & Reporting (Bayo)
From: CHESTER OSHEYACK, Private Citizen
Re : Docket No. 990994-TP Comments on proposed amendments to certain regulatory rules pertaining to billing and collection procedures and customer relations between telecommunications companies and their patrons.

The Commission correctly ruled that LIFELINE eligible telephone customers should not lose their local telephone service if the charges, taxes and fees applicable to dial tone, local usage, dual tone multi-frequency dialing, emergency services and relay services are paid.

Now consideration should be given to the socially and physically disabled who exceed the limits of LIFELINE eligibility, but who have special needs for telephone service and who are low volume telephone users...ie the elderly (over 65); persons with chronic infirmities; and, those who are financially challenged such as single mothers with school aged children.

The applicable Rule amendment should be reconsidered to broaden coverage of such special populations on the basis of real need for local telephone service, and the criteria for sustaining dial tone should be full payment of charges, taxes and fees applicable to the services retained. In other words, they should pay for what they get and get what they pay for.

Submitted by:



CHESTER OSHEYACK
Private Citizen

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