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March 17, 2000

Ms. Blanca S. Bayo, Director
Division of Records & Reporting
Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Dear Ms. Bayo:


I have been advised that my prior filing of "COMMENTS" in Docket No. 990994-TP were premature and that an appropriate date for filing would be March 17, 2000.

Accordingly, I am repeating my filing on this date in accordance with the aforementioned requirements.

Sorry for any inconvenience that may have been caused by my lack of knowledge of protocol.

Best wishes and kindest regards.

Sincerely,



Chester Osheyack
Private Citizen

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

Date: March 17, 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

3/17/00

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

Date: March 17, 2000
To : Director, Division of Records & REporting (Bayo)
From: CHESTER OSHEYACK. Private Citizen
Re: Docket No. 990994--TP Comments on proposed amendments to sub-§ (18) amended by (commissioners) to exclude customer dialing charges from automatic removal from bills.

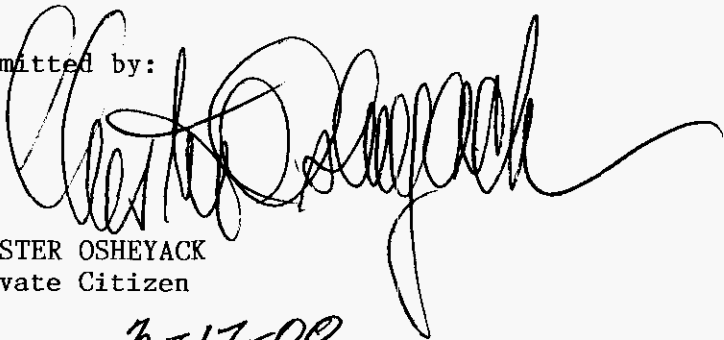
It would appear that the process engaged in by the commission staff which led to the Commission's decision to mandate "automatic removal" of certain disputed billing charges, is based in the principle that a disputed bill should be negotiated under the constitutional doctrine of "due process". Against all evidence that led to this decision, the Commission excluded "customer dialed charges" from such automatic removal. Thus the collection process is dominated by the presumption that charges related to customer dialed calls are correct, and that the same technology which may fail in the case of "other" billed charges, is infallible when applied to "customer dialed charges".

This places the "customer" in the position of receiving punishment without realization of fault, and relieves the billing party and/or the originating party of the need to prove the validity of its billing prior to disconnection of all telephone service, including but not limited to service and/or access for which payment may have been received.

This exclusion is eminently unfair and discriminatory....and should be reconsidered.

It is certainly reasonable to expect that the originating party may stop service and defer credit extension until the disputed charges have been negotiated, but unreasonable for government to mandate blocking or termination of free access to alternate telecommunications resources on the basis of an unresolved billing dispute with one party while the dispute is in arbitration. Such action disadvantages the customer by placing him under undue pressure while the other party is free to engage in his perquisitions without encumbrance.

Submitted by:



CHESTER OSHEYACK
Private Citizen

3-17-00