



Public Service Commission  
-M-E-M-O-R-A-N-D-U-M-

RECEIVED FPSC  
02 SEP 17 AM 9:08  
COMMISSION  
CLERK

**DATE:** September 17, 2002  
**TO:** Kay Flynn, Office of the Commission Clerk Administration  
**FROM:** Katherine Smith, Regulatory Consultant *KS*  
**RE:** Transfer of Cassette Tapes to Docket File 020976-TL

Please place the attached three cassette tapes in the above-referenced docket for Mr. Phillip Brown's complaint against BellSouth Telecommunications. A copy of this memorandum will be placed in Mr. Brown's CATS file, #438467T.

Thank you.

*CCA note: Audiotapes  
placed in tape storage  
under 10-year retention.*

- AUS \_\_\_\_\_
- CAF \_\_\_\_\_
- CMP \_\_\_\_\_
- COM \_\_\_\_\_
- CTR \_\_\_\_\_
- ECR \_\_\_\_\_
- GCL \_\_\_\_\_
- OPC \_\_\_\_\_
- MMS \_\_\_\_\_
- SEC   \_\_\_\_\_
- OTH \_\_\_\_\_

DOCUMENT NUMBER-DATE

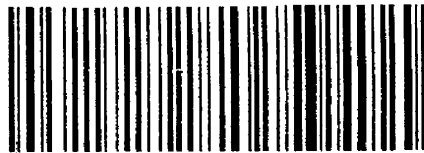
09840 SEP 17 08

FPSC-COMMISSION CLERK

FROM

2886 NE 26 Pl  
Fort Lauderdale, FL 33306

ZIP



7002 0510 0004 5611 6019



U.S. POSTAGE  
PAID  
FORT LAUDERDALE, FL  
33339  
SEP 09 '02  
AMOUNT

\$5.80

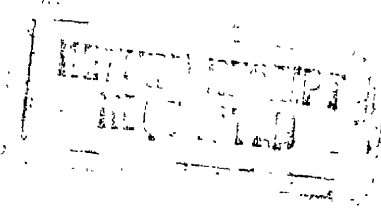
00026455-02

0000

32399

TO Florida Public Utility Commission  
Ms Sheans  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399

ZIP



**AirShield™**  
protective  
Bubble Mailer

FRAGILE



video  
CONTENTS

Request No. 488489C

Name BROWN ,PHILLIP MR.

Business: \_\_\_\_\_



FLORIDA PUBLIC SERVICE COMMISSION  
CONSUMER REQUEST  
2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FL. 32399-850  
850-413-6100

PLEASE RETURN THIS FORM  
WITH REPORT OF ACTION TO:

SHONNA MCCRAY

# Public Service Commission

Name <u>BROWN ,PHILLIP MR.</u>	Company <u>BELLSOUTH TELECOMMUNICATIONS,</u>	Request No. <u>488489C</u>
Business Name _____	Company Code <u>TL720</u>	
Address <u>2886 NE 26TH PLACE</u>	County _____	By <u>SDM</u> Time <u>16:06</u> Date <u>09/06/2002</u>
_____	Consumer's Telephone # <u>(954)-561-2108</u>	Type <u>GI-99</u> Phone <u>PHONE</u>
City/Zip <u>Fort Lauderdale</u> <u>33306-</u>	Can be Reached <u>(954)-561-2108</u>	
Account Number _____	E-Mail Address _____	Outreach <u>OTHER</u> Date <u>09/06/2002</u>
		Public Official <u>N</u>

Customer had to have the telephone #s changed. When the #s were changed, he received alot of calls for the previous owner of the #. Customer called the company and requested the #s be changed free of charge because of these problems. Customer was told it could be done. Customer states he recorded this conversation. Customer has been charged \$59.?? to have the #s changed and re-configuration of the hunting system.

09/12/02 Customer correspondence received via US mail will forward to SMccray. mwlivingston

ORIGINAL

**Phillip R. Brown**  
**2886 NE 26 Place**  
**Coral Ridge**  
**Fort Lauderdale, FL 33306-1909**  
**Telephone 954.568.9113**  
**Facsimile 954.567.4737**  
**initialspr@aol.com**



09/08/02

Florida Public Utility Commission  
Ms. Shonna  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399  
Telephone 800.342.3552  
Facsimile 800.511.0809

RE: BellSouth Telephone Complaint # 488489 C

Dear Ms Shonna:

Please open an investigation about BellSouth and un-business like practices.

On 09/06/02 I contacted BellSouth via telephone questioning charges. I reached a representative who reviewed my account and credited my account for several charges totaling \$59.83. She advised me the credits would show on my next monthly statement. Later that day I received a telephone call from an individual from BellSouth telling me that on his own he had reversed the credits previously issued. He stated his decision was solely because there already were billing disputes with BellSouth.

So that your office may know the mindset of BellSouth and its employees related to this matter I have included my last taped telephone conversation on 09/06/02.

Please contact me at 954.568.9113 if I may be of further assistance.

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Sincerely,

Phillip R. Brown

Enclosures          Cassette Tape - Bellsouth Billing Statement

CERTIFIED MAIL          7002 0510 0004 5611 6019          09/09/02

C:    Jack Shreve/Office of the Public Counsel          09/09/02

To Print: Click Here or Select File and then Print from your Browser's menu.

close window

notes. 9/6/02

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pay \$51.00 ASAP

Account Information

Account Name: P. R. BROWN  
Account Number: 954.561.2108

Statement Date: Jul 19, 2002  
Current Month's Charges: \$245.48  
Total Amount Due: \$1644.41

Due Date: Sep 10  
Current Balance: \$ 1,706.61

SEE NEXT PAGE

Contact Information

RightTouch® Service: 1 800 826-6290  
Customer Service: 954 780-2355

View Your Bill



Monthly Statement  
as of Jul 19, 2002

View Sample Bill

Account Summary

Previous Bill	Amount
	\$1614.98
Payments (Posted as of Jul 19, 2002)	-165.44
Adjustments	-50.61

**Past Due (Please pay now) \$1398.93**

Current Charges Summary:

**BellSouth**  
Local \$245.48

Total BellSouth Charges \$245.48

**Total Current Charges \$245.48**

**Total Amount Due (Past Due plus Current Charges) \$1644.41**

Important Notices

Late Charge Reminder

A \$1.50 Late Payment Charge and a 1.5% Interest charge may apply to an unpaid balance as of Aug 19.

**Regulated/Unregulated Charges**

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Regulated charges are the minimum you must pay in order to maintain your local telephone service. If you do not pay this amount:

- your local service may be disconnected, and
  - you may need to pay a charge or deposit to have your service reconnected.
- The amount of regulated Charges may be obtained by calling 954 780-2355.

If you do not pay the rest of your bill, which includes unregulated charges - all of which are identified by \*\* on your bill:

- your local phone service will not be disconnected, and
- you are still responsible for paying these charges.

Your long distance company has changed. For details see Other Charges and Credits.


Your local toll company has changed. For details see Other Charges and Credits.

<b>BELLSOUTH</b>	P. R. BROWN	Page 2
	Account Number: 954 561-2108 446 1803	
	Bill Period Date: Jul 19, 2002	
<b>Detailed Statement of Charges</b>		
Service Provider Summary		
Listed below are Local Toll and Long Distance Providers for your line(s).		
<b>Line Number</b>	<b>Local Toll Company</b>	<b>Long Distance Company</b>
ALL LINES	SPRINT	SPRINT
Service Provider Contact Number		
SPRINT	1 800 767-7759	
<b>Monthly Local Service Charges</b>		<b>Amount</b>
Monthly Local Service - Jul 19 thru Aug 18		
<b>Basic Services</b>		<b>Quantity</b>
1. Federal Universal Service Charge		4 ... 1.96
2. Federal Universal Service Charge		1 ... .49
3. FCC Local Number Portability Line Charge - Line		5 ... 1.75
Visit us on the Internet: <a href="http://www.bellsouth.com">www.bellsouth.com</a>		

<b>BELLSOUTH</b>	P. R. BROWN	Page 3
	Account Number: 954 561-2108 446 1803	
	Bill Period Date: Jul 19, 2002	
<b>Detailed Statement of Charges</b>		
Monthly Local Service Charges (continued)		
<b>Basic Services (continued)</b>		<b>Quantity</b>
		<b>Amount</b>

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4. Emergency Int. Charge. This charge is billed on behalf of Broward County.	# ... **	2.50
5. FCC Charge for Network Access	1 ...	6.00
6. FCC Charge for Network Access for Additional Line	4 ...	28.00
7. Telecommunications Access System Act Surcharge	5 ... **	.40
# Quantity may not apply to this service.		
Total Basic Services .....		41.10
<b>Optional Services</b>	<b>Quantity</b>	
8. Complete Choice Three-Line Plan (includes 3 telephone lines)	1 ...	59.95
You have selected the following features:		
Complete Choice Plan	3	
Custom Call Restrictions	1	
Three-Way Calling	1	
3 Code Speed Calling	1	
Call Forwarding	2	
Call Waiting Delay	1	
Hunting/Boilerplate Service	3	
Call Selector (CFI)	1	
Repeat Dialing (CR)	2	
Call Return (CR)	2	
Call Tracing (CT)	1	
Call Block (CB)	3	
Caller ID Name and Number Delivery with Anonymous Call Rejection	3	
9. Complete Choice Two-Line Plan (includes 2 telephone lines)	1 ...	39.95
You have selected the following features:		
Complete Choice Plan	2	
Custom Call Restrictions	2	
** Unregulated Charge		
Visit us on the Internet: <a href="http://www.bellsouth.com">www.bellsouth.com</a>		

	Page 4
	P. R. BROWN
	Account Number: 954 561-2108 446 1803
	Bill Period Date: Jul 19, 2002
<b>Detailed Statement of Charges</b>	
<b>Monthly Local Service Charges (continued)</b>	<b>Amount</b>
<b>Optional Services (continued)</b>	<b>Quantity</b>
3 Code Speed Calling	2
3 Code Speed Calling	2
Call Forwarding	2
Hunting/Boilerplate Service	2
TruCall Service, Preferred Call Forwarding	2
Call Selector (CFI)	2
Repeat Dialing (CR)	2
Call Return (CR)	2
Call Tracing (CT)	2
Call Block (CB)	2
Caller ID Name and Number Delivery with Anonymous Call Rejection	2
10. Privacy Director®	4 ... 7.80
Total Optional Services .....	107.70
Total Monthly Local Service Charges .....	148.80
<b>Other Charges and Credits</b>	<b>Amount</b>
11. Late Payment Charge .....	1.50
12. Interest Charge on Unpaid Balance .....	** 16.08
Work Completed On Jul 1, 2002	



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SO: RATE CHANGE  
561-2108

- 13. Credit for Decrease in Rates for Federal Universal Service Charge, Due to Changes in the Rules of the FCC (07/02/02 - 07/18/02) (\$0.08/mo) ..... -.04
- 14. Credit for Decrease in Rates for Federal Universal Service Charge, Due to Changes in the Rules of the FCC (07/02/02 - 07/18/02) (\$0.04/mo) ..... -.02
- 15. Charge for Increase in Rates for Network Access and Federal Universal Service Charge, Due to Changes in the Rules of the FCC (07/02/02 - 07/18/02) (\$0.10/mo) ..... .06

\*\* Unregulated Charge

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Page 5

P. R. BROWN  
Account Number: 954 561-2108 446 1803  
Bill Period Date: Jul 19, 2002

**Detailed Statement of Charges**

Other Charges and Credits (continued)	Amount
Work Completed On Jul 1, 2002 (continued)	
SO: RATE CHANGE (continued)	
561-2108 (continued)	
16. Charge for Increase in Rates for Network Access and Federal Universal Service Charge, Due to Changes in the Rules of the FCC (07/02/02 - 07/18/02) (\$1.00/mo) .....	.57
630-8241	
17. Credit for Decrease in Rates for Federal Universal Service Charge, Due to Changes in the Rules of the FCC (07/02/02 - 07/18/02) (\$0.08/mo) .....	-.04
18. Charge for Increase in Rates for Network Access and Federal Universal Service Charge, Due to Changes in the Rules of the FCC (07/02/02 - 07/18/02) (\$0.10/mo) .....	.06
Work Completed On Jul 9, 2002	
PON: PHIL SO: CRC22969	
568-9113	
Partial month's charge for service added (07/10/02 - 07/18/02)	
19. Federal Universal Service Charge (\$0.49/mo) .....	.15
20. FCC Local Number Portability Line Charge - Line (\$0.35/mo) .....	.11
21. Privacy Director® (\$1.95/mo) .....	.59
22. FCC Charge for Network Access for Additional Line (\$7.00/mo) .....	2.10
630-1753	
Partial month's charge for service added (07/10/02 - 07/18/02)	
23. Federal Universal Service Charge (\$0.49/mo) .....	.15
24. FCC Local Number Portability Line Charge - Line (\$0.35/mo) .....	.11
25. Privacy Director® (\$1.95/mo) .....	.59
26. FCC Charge for Network Access for Additional Line (\$7.00/mo) .....	2.10
27. Charge for service changed - first line .....	23.40
28. Charge for service changed - additional line(s) .....	11.00

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2.10  
 23.40  
 11.00  
 26.60  
 9/6

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P. R. BROWN
Account Number: 954 561-2108 446 1803
Bill Period Date: Jul 19, 2002

Detailed Statement of Charges

Table with columns for description and Amount. Includes items like 'Work Completed On Jul 9, 2002', 'Partial month's charge for service added', and 'Partial month's credit for service removed'. Total amount circled as 11.00.

Handwritten note: Cred. 11.00 9/6/02

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P. R. BROWN
Account Number: 954 561-2108 446 1803
Bill Period Date: Jul 19, 2002

Detailed Statement of Charges

Table with columns for description and Amount. Includes items like 'Work Completed On Jul 9, 2002', 'Partial month's credit for service removed', and 'Partial month's charge for service added'.

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44. Privacy Director® (\$1.95/mo) .....	-1.59
45. FCC Charge for Network Access for Additional Line (\$7.00/mo) .....	-2.10
630-1710	
Partial month's charge for service added (07/10/02 - 07/18/02)	
46. Federal Universal Service Charge (\$0.49/mo) .....	.15
47. FCC Local Number Portability Line Charge - Line (\$0.35/mo) .....	.11
48. Privacy Director® (\$1.95/mo) .....	.59
49. FCC Charge for Network Access for Additional Line (\$7.00/mo) .....	2.10
Work Completed On Jul 10, 2002	
PON: PHIL SO: CR3NM3D6	
561-2108	
50. Charge for processing change in service .....	10.00
Directory Assistance (DA) Usage	
51. 1 Call(s) to Local DA at \$0.36 Each .....	.36
52. 2 Call(s) to National DA at \$0.95 Each .....	1.90
Total Other Charges and Credits .....	75.83
<b>Taxes</b>	<b>Amount</b>
Taxes on Regulated Services	
53. Federal Tax .....	4.53
54. State Communications Tax .....	4.84
Visit us on the Internet: www.bellsouth.com	

*cred  
5/15/02*



P. R. BROWN  
Account Number: 954 561-2108 446 1803  
Bill Period Date: Jul 19, 2002

Detailed Statement of Charges

<b>Taxes (continued)</b>	<b>Amount</b>
Taxes on Regulated Services (continued)	
55. Local Communications Tax .....	11.48
Total Taxes on Regulated Services .....	20.85
Total Taxes .....	20.85
-----	
Total BellSouth Current Charges .....	245.48

Messages

BellSouth is making your life simpler!  
BellSouth® **LightTouch** service, our automated, 24-hour customer service system, is an easy way to do business with us. Use any touch-tone phone to confirm receipt of your last payment, make payment arrangements, order services like Call Waiting and Caller ID, request a copy of your bill, order local telephone directories, disconnect your service, or check your account balance.

To perform many of the functions listed above, you will need your four-digit Personal Identification Number (PIN) located in the Questions? Call: section on page 1 of your bill or the last four digits of the social security number associated with your account.

We even provide help on how to use telephone features. To use **LightTouch** service, call 1 800 826-6290.

BellSouth should be notified within 60 days after receipt of your BellSouth bill

about any billing discrepancy.

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Visit us on the Internet: [www.bellsouth.com](http://www.bellsouth.com)



Page 9

P. R. BROWN  
 Account Number: 954 561-2108 446 1803  
 Bill Period Date: Jul 19, 2002

**Messages**

Moving Soon? Let BellSouth® keep you connected when you move. BellSouth® MovExpress® service helps make your move a lot easier with a telephone number, free change of address program and valuable moving tips. Visit us at [www.bellsouth.com/movexpress](http://www.bellsouth.com/movexpress) or call 1 866 445-MOVE (6683) to find out how we can help you.

Ease, Convenience and Always Connected! For a limited time receive cash back on your BellSouth® Voice Mail Premium purchase! Upgrade to BellSouth Voice Mail Premium service today and have your messaging service work hand in hand with other communications services - Cingular(SM) Wireless phones, pagers, or fax machines. Make sure you have access to information and data when you need it! So sign up by August 31, 2002 and you can receive cash back! Certain conditions apply. Call 1 866 874-7852 or log onto [www.bellsouth.com/listen](http://www.bellsouth.com/listen) today.

**Federal Subscriber Line Charge Increase**

The Federal Communications Commission (FCC) has authorized BellSouth to increase federal Subscriber Line Charges for Residential Primary and Additional Lines, Single Line Business and Basic Rate ISDN customers. This increase will be effective July 2, 2002 and will be reflected on July or August 2002 bills. Customers who have signed up for Lifeline, a low income assistance program available to qualified residential subscribers, will receive an increase in the Lifeline credit to offset the increase in the federal Subscriber Line Charge.

411 it®. For one charge per directory assistance call, you can get up to two national or local listings. Don't just dial information, 411 it®.

Visit us on the Internet: [www.bellsouth.com](http://www.bellsouth.com)



Page 10

P. R. BROWN  
 Account Number: 954 561-2108 446 1803  
 Bill Period Date: Jul 19, 2002

**Detail of Adjustments**

Listed below is a summary of the Adjustments, found on page 1 of the bill. These adjustments are shown by date and the company making the adjustment.

<i>Date Adjusted</i>	<i>Company</i>	<i>Adjustment</i>
56. Jul 11, 2002	BELLSOUTH TELECOMMUNICATIONS .....	-25.47
57. Jul 15, 2002	BELLSOUTH TELECOMMUNICATIONS .....	-3.66
58. Jul 15, 2002	BELLSOUTH TELECOMMUNICATIONS .....	-21.48
Total Adjustments .....		-50.61

Visit us on the Internet: [www.bellsouth.com](http://www.bellsouth.com)

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**Rate and Tax Codes for Calls**

**TAX CODES FOR CALLS**

- A Federal Only
- B Federal and State
- G State Only
- H Federal, State and Local
- I State and Local
- J Local Only
- K Federal and Local

**RATE CODES FOR CALLS**

- D Day
- E Evening
- N Night/Weekend
- R\* Standard
- T\* Discount
- Y\* Economy
- C Calling Card
- S Station
- P Person
- X Conference
- F Call Forward
- M Multiple Rate Periods
- \* Overseas only

Copyright 1995-2001, BellSouth Corp. All Rights Reserved.  
Serial Notices Minimum Software Requirements

FROM

2886 NE 21st Pl  
Fort Lauderdale, FL 33306

ZIP



7002 0510 0004 5611 6002



0000



32399

U.S. POSTAGE  
PAID  
FORT LAUDERDALE, FL  
33339  
SEP 09, 02  
AMOUNT

\$5.34  
00026455-02

TO Florida Public Utility Commission  
Ms. Koulis  
2540 Shymard Oak Blvd.  
Tallahassee, FL 32399

ZIP

**Air-Shield™**  
protective  
Bubble Mailer

FRAGILE



CONTENTS

Request No. 488484C

Name BROWN , PHILLIP MR.

Business: \_\_\_\_\_



FLORIDA PUBLIC SERVICE COMMISSION  
CONSUMER REQUEST  
2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FL. 32399-850  
850-413-6100

PLEASE RETURN THIS FORM  
WITH REPORT OF ACTION TO:  
KAULLIS MARSHALL

# Public Service Commission

Name <u>BROWN , PHILLIP MR.</u>	Company <u>BELLSOUTH TELECOMMUNICATIONS,</u>	Request No. <u>488484C</u>
Business Name _____	Company Code <u>TL720</u>	By <u>KM</u> Time <u>15:58</u> Date <u>09/06/2002</u>
Address _____	County _____	Consumer's Telephone # <u>(954)-563-2168</u>
City/Zip _____	Can be Reached ( ) - - _____	Type <u>GI-99</u> Phone <u>PHONE</u>
Account Number _____	E-Mail Address _____	Outreach <u>OTHER</u> Date <u>09/06/2002</u>
		Public Official <u>N</u>

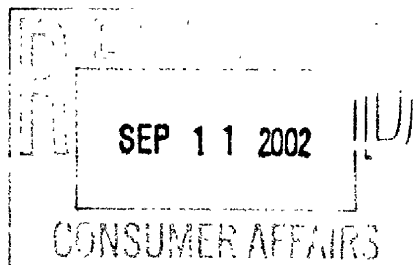
Customer states that there is an unexplained charge of \$150.00 for I&M Labor Service on his bill. Previous contact has been made to the company. kmarshall

09/12/02 Customer correspondence received via US mail will forward to KMarshall. mwlivingston

**Phillip R. Brown**  
**2886 NE 26 Place**  
**Coral Ridge**  
**Fort Lauderdale, FL 33306-1909** ORIGINAL  
**Telephone 954.568.9113**  
**Facsimile 954.567.4737**  
**initialspr@aol.com**

09/08/02

Florida Public Utility Commission  
Ms. Kaullis  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399  
Telephone 800.342.3552  
Facsimile 800.511.0809



RE: BellSouth Telephone Complaint # 488484 C

Dear Ms Kaullis:

Please open an investigation about BellSouth billing practices.

On March 1, 2000 BellSouth billed me for what they call "5 I&M labor basic" at a cost of \$150.00. I questioned the amount by certified mail on 00/00/00. Included is the first signed postal receipt conformation. To date there has been no response to my inquiry.

Since that time I have disputed the total amount of \$150.00. To date with the interest and late fees the running total is more than \$300.00.

So that your office may know the mindset of BellSouth and its employees related to this matter I have included my last taped telephone conversation on 09/06/02.

Please contact me at 954.568.9113 if I may be of further assistance.

Sincerely,



ORIGINAL

Phillip R. Brown

Enclosures      Cassette Tape - Certified Mail Receipt - Initial  
Verification Request - Bellsouth Billing Statement

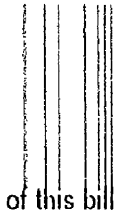
CERTIFIED MAIL      7002 0510 0004 5611 6002      09/09/02

C:    Jack Shreve/Office of the Public Counsel      09/09/02



**CORRESPONDENCE**

Correspondence included with your payment takes longer to reach our Service Centers. For a faster response, please call us at the number shown in the "BellSouth Helpful Numbers" section



of this bill.

**WHEN TO PAY YOUR BILL**

Your payment is due when you receive your bill. If we do not receive payment for your local and long distance charges by the "Due Before" date, your account will become past due.

If we disconnect your service for non-payment, you must pay the past due amount and a charge to reconnect your service. You may also be required to pay a deposit.

**HOW TO PAY YOUR BILL**

You can mail your payment or pay at one of our Authorized Payment Agencies. You may also use our Automatic Funds Transfer Plan.

When mailing your payment, write the amount paid in the box on the remittance stub. Also, write your area code and telephone number on your check. Place your check and remittance stub in the return envelope or a standard envelope and mail it to the location below:

BellSouth  
P.O. Box 33009  
Charlotte, NC 28243-0001

**TAX CODES FOR CALLS**

A - Federal Only	H - Federal, State and Local	K - Federal and Local
B - Federal and State	I - State and Local	
G - State Only	J - Local Only	

**RATE CODES FOR CALLS**

D - Day	R* - Standard	C - Calling Card	X - Conference
E - Evening	T* - Discount	S - Station	F - Call Forward
N - Night/Weekend	Y* - Economy	P - Person	M - Multiple Rate Periods

\*Overseas only

**ADDITIONAL INFORMATION**

Additional information regarding your telephone service can be found in the Front Pages of your telephone directory.

---

PHILLIP BROWN

Account Number: 954 563-2168 446 1801

Bill Period Date: Mar 5, 2000

**Helpful Numbers**

BellSouth Telecommunications, Inc. (BST)

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

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**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): 2070

**Billing Questions or to Place an Order:**  
 If calling from within the Florida BellSouth  
 service area ..... 780-2355  
 If calling from outside Florida or outside the  
 Florida BellSouth service area ..... 1-800-753-0710

**Repair:**  
 If calling from within the Florida BellSouth service area ..... 611

Internet: [www.bellsouth.com](http://www.bellsouth.com)

**Detailed Statement of Charges**

Service Provider Summary

Listed below are Local Toll and Long Distance Providers for your line(s).

<i>Line Number</i>	<i>Local Toll Company</i>	<i>Long Distance Company</i>
954 563-2168	Not Assigned	Not Assigned

Service Provider Contact Number

Not Assigned SEE HELPFUL NUMBERS

Monthly Local Service Charges

Amount

*Monthly Local Service - Mar 5 thru Apr 4*

<i>Basic Services</i>	<i>Quantity</i>	
1. FCC Local Number Portability Line Charge - Line	1 ...	.35
2. Residential Line	1 ...	10.65

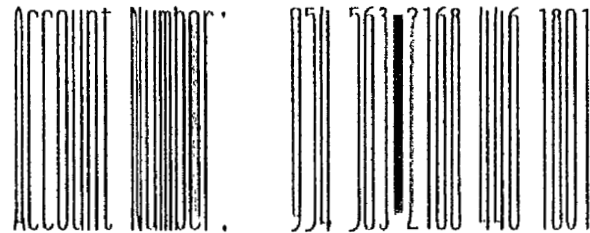
Visit us on the Internet: [www.bellsouth.com](http://www.bellsouth.com)

AV E017507

(continued on back) ▶



PHILLIP BROWN



Bill Period Date: Mar 5, 2000

Detailed Statement of Charges

Monthly Local Service Charges (continued)

Basic Services (continued)

	<i>Quantity</i>	<u><i>Amount</i></u>
3. Emergency 911 Charge. This charge is billed on behalf of Broward County.	1 ... **	.50
4. FCC Charge for Network Access	1 ...	3.50
5. Telecommunications Access System Act Surcharge	1 ... **	.09
<b>Total Basic Services</b> .....		<u>15.09</u>

Optional Services

	<i>Quantity</i>	<u><i>Amount</i></u>
6. Selective Class of Call Screening Plus Expanded Service Area, per Line	1 ...	<u>1.50</u>
<b>Total Optional Services</b> .....		1.50
<b>Total Monthly Local Service Charges</b> .....		<b>16.59</b>

Other Charges and Credits

	<u><i>Amount</i></u>
Work Completed On Feb 28, 2000	
7. Credit for Commitment Guarantee - We regret any inconvenience you may have experienced. We guarantee our service commitments. ....	25.00CREDIT
8. Credit for Commitment Guarantee - We regret any inconvenience you may have experienced. We guarantee our service commitments. ....	25.00CREDIT

Work Completed On Mar 1, 2000

PHILLIP BROWN

Account Number: 954 563-2168 446 1801

Bill Period Date: Mar 5, 2000

**Detailed Statement of Charges**

**ORIGINAL**

Taxes

Amount

Taxes on Regulated Services

11. Federal Tax .....	.52
12. Florida Gross Receipts Surcharge .....	.24
13. City Tax .....	.87
14. Franchise Charge .....	.12
Total Taxes on Regulated Services .....	1.75
Total Taxes .....	1.75

**Total BellSouth Current Charges 119.38**

Messages

BellSouth is making your life simpler!

BellSouth® RightTouch® service, our automated, 24-hour customer service system, is an easy way to do business with us. Use any touch-tone phone to confirm receipt of your last payment, make bill payments, order services like Call Waiting and Caller ID, request a copy of your bill, order local telephone directories, disconnect your service, or check your account balance.

To perform many of the functions listed above, you will need your four-digit Personal Access Code (PAC) located in the Helpful Numbers section of your bill or the last four digits of the social security number associated with your account.

We even provide help on how to use telephone features. To use RightTouch® service, call 1 800 826-6290.

Visit us on the Internet: [www.bellsouth.com](http://www.bellsouth.com)

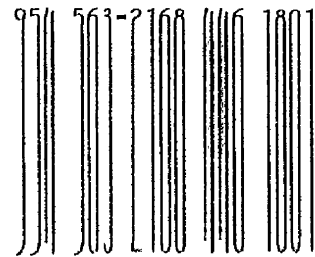
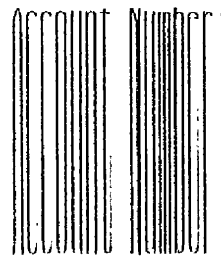
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PHILLIP BROWN



Bill Period Date: Mar 5, 2000

Messages (continued)

The Telephone Solicitation Act provides that consumers may register their telephone numbers in a "No Sales Solicitation" list published by the Florida Department of Agriculture and Consumer Services, Division of Consumer Services. There is an initial fee of \$10.00 for the first year of this service and \$5.00 for every year thereafter. With certain exemptions, telemarketers are prohibited from placing a sales solicitation call to any number that appears on the Division's list or any unlisted or unpublished telephone number.

For further information, please contact:

Division of Agriculture and Consumer Services

Post Office Box 6700

Tallahassee, Florida 32314-6700

Telephone: 1-800-435-7352

PHILLIP BROWN

Account Number: 954 563-2168 446 1801

Bill Period Date: Mar 5, 2000

ORIGINAL

Messages (continued)

Did you know that your local BellSouth Mobility® store now sells more than just wireless phones? From home phone service, to calling features, to pagers, and internet service - as well as wireless phones and accessories - you'll find it all at your local BellSouth Mobility retailer. It's your one-stop shop for all your communications needs. To find the retail location nearest you, call 1 800 986-BELL.

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\*\*\* Special Wireless Promotion!! \*\*\*

Sign up for BellSouth® wireless before March 31 and get calling plans with nationwide long distance AT NO ADDITIONAL CHARGE! All your package minutes can be long distance minutes. Plans start as low as \$35 a month for 250 minutes. And we'll even ship your new phone right to your door with just one call...with no up-front payment. Call 1 800 824-2471 to order today. (Free long-distance must be originated in home market. Digital service and new 12-month contract required. Calls billed in one-minute increments. Other restrictions apply. Ask for complete details.)

You are PREAPPROVED for this offer because based on your consumer report you met our criteria for creditworthiness. The credit requires an application and verification that you CURRENTLY meet our established criteria. You must also be a current BellSouth Telecommunications customer, live in the BellSouth Mobility® service area and have a good payment history with BellSouth Mobility. If you do not want a credit reporting agency to use your consumer report data to put you on a list for credit offers you do not request, call 1 888 567-8688.

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Get BellSouth.net® Internet service for just \$15 a month when you have BellSouth® Solutions. Enjoy fast, reliable connections, 24/7 support, one bill for phone and Internet service, a customizable homepage and lots more. Just call 1 888 301-9042 for a free registration CD. Or go online at [www.bellsouth.net](http://www.bellsouth.net). Service not available in all areas. Other restrictions may apply.

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Visit us on the Internet: [www.bellsouth.com](http://www.bellsouth.com)

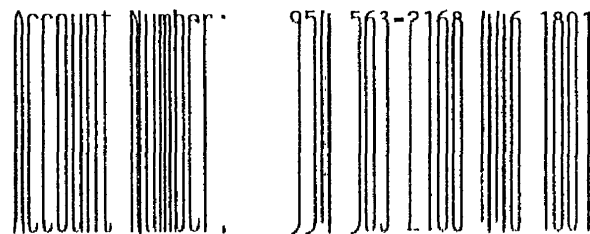
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PHILLIP BROWN



Bill Period Date: Mar 5, 2000

Messages (continued)

BLINK! Download Webpages almost instantaneously with BellSouth® FastAccess(SM) Internet service. DSL technology transforms your ordinary phone line and Internet service into a turbo-charged surfing machine! Order today and receive activation, installation and the special modem all for just \$150. And, as a special incentive, you can receive \$50 in e-cash from barnesandnoble.com once your FastAccess service is activated. Visit [www.fastaccess.com](http://www.fastaccess.com) or call 1 800 320-5045 today. In the blink of an eye, you'll be enjoying the Net up to 50 times faster than with a standard 28.8 modem! Offer expires March 31, 2000.

The rates for IntraLATA Toll Directory Assistance and National Directory Assistance are scheduled to change from \$ .85 to \$ .95 per call on March 20, 2000.

9/06/02 Sharannon Jang  
will put request through for  
work done on March 1 2000

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