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Walter A. Ernst
502 Fairview St.
East Greenville
Pennsylvania 18041
Tel. 215-679-9068

August 1, 1995

The Honorable Reed Hundt
Federal Communication Commission
1919 M St. NW
Washington DC 20554

Dear Sir:

After experiencing charges on a pay phone that were excessive, exorbitant and unreasonable, I believe measures should be taken to stop this sort gouging of the public.

It is my understanding the FCC has the authority to require the nation's telephone companies to use "billed party preference". This step would hasten the end of this problem of excessive charges.

Thank you for consideration in resolving this matter.

Sincerely

Walter A. Ernst

Walter A. Ernst

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July 27, 1995

Donna T. Arrington
Rt. 5, Box 173
Bedford, VA 24523

FCC
1919 M Street NW
Washington, DC 20554

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AUG 3 1995
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Attention: Honorable Reed Hundt, Chairman

Dear Mr. Chairman:

This letter is in response to a letter I received from MCI regarding billed party preference - see enclosed copies.

I would like to express my opinion that if this is really feasible, then I am greatly in favor of it. My experiences with pay phones and long distance calling leaves me to believe that legal robbing of unsuspecting customers can and does happen with great occurrence by various "long distance" companies and if this can be controlled, where could we go wrong?

Please let me know your feeling on this.

Yours very truly,



Donna T. Arrington

/dta

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USA TODAY

FCC cautions users of pay telephones

WASHINGTON — Stop, look and listen before you use a pay telephone.

If you don't, you may not reach your regular long-distance carrier from that phone in a hotel room or restaurant and wind up paying far more for your call.

That's the advice from the Federal Communications Commission, which is educating consumers how to avoid "phone burn" as the summer travel season approaches.

The commission reported that it received nearly 2,500 complaints about rates charged at pay telephones last year.

Among those complaining was Ellen Sheridan of Hudson, Wis. "I was furious," she says. Her daughter-in-law called her from a gas station pay phone 17 miles away on a Saturday night. The 2-minute call cost \$8.47.

"In any business that's booming, you have a place for bad apples," says FCC Chairman Reed Hundt. "We want to guard against that."

So before you use a pay phone, look at information on or near it that names the carrier and how to learn its rates.

After dialing, listen to the message that names the carrier handling your call before charges are incurred. If you don't want that carrier, hang up and contact the carrier you normally use.

—Barbara Woller

**MCI Telecommunications
Corporation**

1801 Pennsylvania Ave., NW
Washington, DC 20006

Donald F. Evans
Vice President
Federal Regulatory Affairs

July 12, 1995

Dear Telecommunications Customer:

Based on a review of publicly available records at the Federal Communications Commission, I understand that you recently experienced a problem trying to place an operator-assisted call from a pay phone or hotel phone. MCI requested information from the FCC about such complaints solely for the purpose of sending this letter and sharing our thoughts about a pro-consumer solution to the problem you experienced.

When a customer uses a calling card or requires operator assistance from a pay phone, it's reasonable to expect the call to go through your own long distance company. But the fact is that such calls can be routed through a company that you've never even heard of -- and at a different rate than you expected to pay. The reason is that when you dial "0" to make an operator-assisted call, you get an operator services company chosen not by you, but by the owner of the place from which you are calling (for example, a hotel or airport).

There is a remedy for this problem, and the FCC has the authority to require the nation's telephone companies to use it. The remedy is called "billed party preference." This simply means that if you're the one paying for the call, then you select the company that carries it. No extra digits are required. The telephone system recognizes your billing information and routes the call automatically to the carrier you normally use.

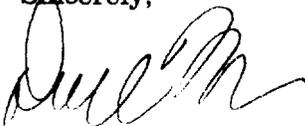
You may have seen the attached article in a recent edition of USA TODAY. Consumer reporters at your local newspaper, TV or radio station might be interested to learn that you too have had such an experience. That's one step you can take to hasten the end of this widespread consumer problem.

Another is to write to The Honorable Reed Hundt, Chairman, FCC, 1919 M Street NW, Washington, DC 20554. Tell him you have heard about billed party preference, and that it could eliminate the kind of problem that you experienced.

Your support for billed party preference puts you in good company. For example, one of the best regarded consumer protection organizations -- The National Association of State Utility Consumer Advocates -- as well as several state public utilities commissions have filed comments with the FCC expressing support for billed party preference.

Whether or not you are an MCI customer, you can be sure that my company supports your power to choose a long distance company in all circumstances. We intend to continue fighting for American consumers on this issue, and we invite you to join us.

Sincerely,





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CC 9277 BYT
The Process Equipment Group

6 LaJolla Lane
PO Box 135
Annandale, NJ 08801
Ph (908) 730-8418
Fax(908) 730-8412

August 1, 1995

The Honorable Reed Hundt, Chairman
FCC
1919 N Street
Washington, DC 20554

Subj: "Billed Party Preference"

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Dear Mr. Hundt:

It has become a problem of increasing frequency and concern for my business as well as my family. Most public phones in my region seem to use long distance carriers that charge excessive rates well above what is ordinary and EXPECTED.

In one instance, the long distance carrier billed a minimum 3 minutes for any call no matter how short it was. That call was billed to my company at over \$10.00. The connection in that case was to a voice mail system! It cost over \$10.00 to leave a 30 second message. EXPRESS MAIL IS CHEAPER!!!!

I recently heard about "billed party preference" where the telephone system recognizes the billing address and automatically assigns the call to the long distance company already chosen by the billed party. This sounds good to me!

Deregulation has brought prices down, but it certainly seems to have encouraged many scandalous operations - besides the futility of constantly being bombarded by the reputable companies latest offer to switch carriers.

Can "billed party preference" begin tomorrow? Please do all you can to enact this sound, sensible solution to a BIG problem. Thank you.

Very truly yours,
The P E Group

William R. Barr

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DONALD E. ROHALL
ATTORNEY AT LAW
PITTSBURGH

CC 92-77

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752 CHARTIERS AVENUE
P.O. BOX 421
McKEES ROCKS, PA 15136

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July 31, 1995

The Honorable Reed Hundt,
Chairman, FCC
1919 M Street, N.W.
Washington, D.C. 20554

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Dear Mr. Hundt:

I have experienced many bad experiences with long-distance carriers; most particularly with Oncor.

I have just learned that the technology exists, called "billed party preference" that would eliminate the legalized high-jacking that now exists.

I do not know telecommunications law, but urge you and the Commission to support a change in existing practices. It would eliminate the problems that exist in telephone billing at the present time.

Very truly yours:

DONALD E. ROHALL

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8/1/95

Donald F. Evans



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AUG 5 1995
FCC MAIL ROOM

RE: Your letter of July 12, 1995 (attached)

Dear Mr. Evans:

I have read your letter and am amazed that you as an executive of MCI would have the nerve to write it. As reported in the media, MCI has knowingly routed traffic to its subsidiary Telecom USA for the express purpose of charging higher rates to unsuspecting consumers. I believe if companies like yours were eliminated from the marketplace such measures as billd party preference would not be needed "BBP" is an expensive non-solution to fix problems caused by companies such as MCI and Oncom.

It is obvious ~~you~~ MCI wants to capture traffic without paying commissions to the property owner who has invested in his location. Why don't you just compete instead of trying to get the FCC to give you free traffic?

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I know you must think the FCC and the public are stupid enough to believe your motives; however, I believe the FCC and the public are smart enough to not fall for it.

In summary, please spend your resources cleaning up MCI's illegal routing of operator calls instead of mailing letters.

Sincerely
Jay Byrd

copy: Reed Hundt FCC ✓



**MCI Telecommunications
Corporation**

1801 Pennsylvania Ave., NW
Washington, DC 20006

Donald F. Evans
Vice President
Federal Regulatory Affairs

July 12, 1995

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Whether or not you are an MCI customer, you can be sure that my company supports your power to choose a long distance company in all circumstances. We intend to continue fighting for American consumers on this issue, and we invite you to join us.

Sincerely,

245 E. Johnson Ave.
Bergenfield, NJ 07621
July 27, 1995

The Honorable Reed Hundt
Chairman, FCC
1919 M Street NW
Washington, DC 200554

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AUG 5 1995
FCC MAIL ROOM

Dear Honorable Mr. Hundt,

As a victim of "phone burn", I support "billed party preferences". In my complaint, IC-94-12768, I detailed the outrageous differences in prices between a 17 mile credit card call to my husband from home as compared to the same call from from an NJ Bell Telephone pay phone (Long distance carrier = POLAR) located one mile from my home. I have learned the hard way to look for the name of the carrier and to dial the extra didgits to connect with the carrier of my choice. Unfortunately, memorizing a long string of letter/numbers is beyond the ability of my youngest son, who is classified as learning disabled. When he has a need to call collect from a pay phone, he is able to dial 0 + our home number. This leaves us vulnerable to the greed of the carriers.

I urge you to eliminate customer problems by supporting "billed party preference" for both credit card and collect calls. As this does not require memorizing extra didgits, both my son and I will thank you.

Sincerely,



Susan Godlewski

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91 Weaver Street
Montgomery, NY 15540
July 31, 1995

INFORMAL COMPLAINT
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COMMUNICATIONS DIVISION

The Honorable Reed Hundt
Chairman
Federal Communications Commission
1919 M Street NW
Washington, DC 20554

RECEIVED
AUG 3 1995
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Dear Chairman Hundt:

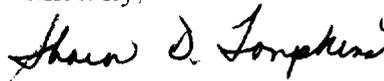
In the spring of 1994, I wrote to you regarding my problems with what I considered unfair charges on my telephone bill due to the use of an outside phone company from the hotel room while my husband was out of town. If you will check your files, you will see that I did finally receive a response from your organization about one year later. It was an unsatisfactory collection of mumbo-jumbo. I am glad I didn't wait for your organization to take action. The problem was been resolved by my own phone company.

I have recently become aware of the concept of **billed party preference** which, I understand, your organization has the authority to implement. I am adding my voice to that of the other consumers you have heard from to **endorse this concept** and eliminate the type of nonsense we experienced. You should be in the business of helping the consumer not some fly-by-night phone companies that are springing up everywhere.

I urge you to move forward and **implement billed party preference** and get back to the business of trying to keep our consumer costs down.

Thank you for your cooperation.

Sincerely,



Sharon D. Tompkins

SDT/ms

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