

DOCKET FILE COPY ORIGINAL

94-129

From: Catriona Gay <PAB3CAT@UCSBVM.ucsb.edu>
To: FCCMAIL.SMTPNLM("slamming@comments.fcc.gov")
Date: 9/2/97 3:17pm
Subject: "Slamming"

I support new restrictions and penalties to stop phone companies "slamming" consumers.

In September 1996, AT&T took over as our long-distance carrier (instead of MCI) without our permission. I did not notice until January. We were trying to figure out why our phone bills had skyrocketed. I called AT&T mid-January. I also called GTE, our local phone company. GTE told us to call AT&T and tell them to call MCI, to figure out what the difference was between our old MCI rate, and AT&T's rate. I did this and after talking to the AT&T operator thought the problem was taken care of and that we would be switched back to MCI. We were not switched back, and I'm afraid to say I didn't notice until June, when my husband asked why our phone bills continued to be so high. The AT&T operator told me it was my fault, because I didn't call MCI in January - although GTE had told me to tell AT&T to talk to MCI. I also called MCI in January to ask for service to be resumed. We were finally switched over to MCI in June or July.

This was a really frustrating and expensive experience. AT&T signed us up at THE most expensive rate. I pointed this out to the operator when I talked to her. Is it really likely that we would switch phone service to AT&T to take advantage of absolutely no savings whatsoever? Crazy.

GTE recently sent us an acknowledgement that we had been switched without our permission. Their letter stated that they had a written authorization but it appears it was not signed by us. They sent us a \$10 voucher.

I managed to get AT&T to reimburse us to the tune of approx \$300 for the January to June calls, but they refused to reimburse us for the September to January calls. This is really irritating. I hope you fine all phone companies that practise slamming. In fact, I wish you would take it out of the CEO's pay check. Maybe that would make a difference.

My name & address is:
Catriona Gay
32 W. Anapamu St #332
Santa Barbara, CA 93101

Tel (805) 962-7031

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From: Zev Hoffmann <zevh@worldnet.att.net>
To: FCCMAIL.SMTPNLM("slamming@comments.fcc.gov")
Date: 9/2/97 4:58pm
Subject: 516-944-9509

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

>To: service@mci.com
 >From: Zev Hoffmann <zevh@worldnet.att.net>
 >Subject: 516-944-9509
 >
 >Sirs or Madam,
 >
 >Today Sept. 2 1997, I spent in the morning about half an hour with an operator named Mona id 3436, and with all her effort she could not help me. She provided me with 3x800 numbers to call customer service.
 >
 >After calling, I got your automatic response and have been told that I am a valuable customer, and to wait on line. I waited for over two hours, before giving up.
 >
 >My complain is, that I switched 3 times to your service, and was switched back by WILTEL company without my permission.
 >
 >I was with MCI before being lured to WILTEL with the promise to have the lowest discount of any long distance phone company. The reasons for agreeing to switch was your past practice to give a discount for a limited period 3 to 6 months.
 >
 >When I was asking why the rate was going up, the answer was that I have to call for an extension, to keep the discounts going. This did put a burden on me, and I agreed to switch to the other company.
 >
 >After I switched to WILTEL, MCI called me, and agreed to keep the discount permanent, and give me a special discount for six months, if I stay for a full year with MCI. I agreed to those conditions.
 >
 >To my surprise, I found myself back at my old provider. I called MCI, and was switched back. (3 times) When on vacation at Cape Cod, I used my MCI credit card, I was told that I am not an MCI customer. Upon my insistence, that I did not canceled my subscription, I was reinstated as of August 30th.
 >
 >During my involuntary switching I lost money, by having been charged the higher rate MCI offered me. I would like to have your advised, how to recover those extra charges.
 >
 >I called the FCC, lodging an oral complaint, on the practices of WILTEL. I also instructed NYNEX, not to switch my service provider without my direct permission. It is also your obligation, to give me the discounts you promised, and keep them permanent.
 >
 >Sincerely yours,
 >
 >Zev Hoffman - account 516-944-9509
 >
 >cc slamming@comments.fcc.gov
 >

This e-mail was sent from home in Port Washington

=====
Tel. 516-944-9509 home
516-883-2342 home

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