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94-129

**From:** "Kendon C. Everts" <keverts1@ix.netcom.com>  
**To:** FCCMAIL.SMTPNLM("slamming@comments.fcc.gov")  
**Date:** 10/23/97 11:34am  
**Subject:** Been Slammed

Hello\* my name is Ken Everts.

I wa recently slammed by AT&T. I got "Thank you for choosing AT&T" letters in the mail. I did not authorize, nor did I want to change from MCI. I called AT&T and got an operator who said the switch "was authorized" by me; I told her my typed name in the letter was misspelled; EverDs instead of EverTs, which proved to me that I had NOT spoken to anyone about changing carriers. I asked her to remove AT&T as my long distance provider, I called Ameritech and told them to take AT&T off and reconnect me with MCI. My September bill had charges to AT&T. I called Ameritech and they said I could put a BLOCK on and I agreed. Apparently I was STILL connected to AT&T! My October bill had another AT&T charge. Today I called Ameritech and verified the block, which apparently went on my account 2 days after an AT&T charge. I called AT&T to say I would NOT pay that October charge. "Derrick" said all he could do was to start an "Investigation" into the "Slamming" and that I had to pay my bill anyway, until AT&T could "investigate" my claim. In other words, they're STILL getting my money and I don't have any choice.

This is BEYOND rotten and outright THEFT! I cannot believe that Michigan or ANY state in this country cannot IMMEDIATELY stop this consumer rip-off. We obviously have no control at the individual level. Please pass legislation ASAP to go after these misserable companies . . . I feel their FCC liscenses or whatever tools they need from you to operate should be revoked.

Ken Everts  
keverts1@ix.netcom.com

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From: Thomas & Susan Kennedy <skowkoa@agate.net>  
To: FCCMAIL.SMTPNLM("slamming@comments.fcc.gov")  
Date: 10/23/97 2:52pm  
Subject: TransNational Slammers

We recently were slammed by Transnational. They did not get any authorization from me, nor did they get anything in writing from me. They called and said that they were "AT&T and that they were going to combine my business longdistance and my local bill. Then they asked for my name for their records.

It turns out they were not AT&T although they use AT& T lines. So when I check my phone to see what service I have it still says AT&T. How on earth do you even know you've been slammed until the bill comes? Do I have to call my long distance carrier daily to make sure they are still my carrier?

And why must I now put things in writing to get unslammed. I did not cause this problem and yet I can not just make a phone call to AT&T and get my service back. They say that FCC won't let them because these small companies have a right to compete. This is not competition this is harrassment. This is wrong. I have to work harder at getting "unslammed" than they did at slamming me. I would sue them for the aggravation if I had the money.

I am getting such a runaround over this I did nothing to get my service changed why am I having to work so hard to get it back?

Susan Kennedy

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