

FCC  
Common Carrier Bureau  
Consumer Complaints  
Mail Stop 1600 A2  
Washington, DC 20554  
888-225-5322

RECEIVED  
JAN 6 1998  
FCC

DOCKET FILE COPY ORIGINAL  
US Congressman  
The Honorable Jim Turner  
Room 2256  
Rayburn House Office Building  
Washington, DC 20515  
202-225-2401

96-128

Re: Complaint regarding new charge for toll-free-number calls and calling card calls from pay phones

Name: Kenneth & Helen McDougall

Address: 101 Rainbow Dr #1716

City, State & Zip: Livingston, Tx 77351

It will expedite processing if your complaint is typed or legibly printed. 12/12/97

Reason for complaint: We are not happy that Congress has directed that pay-phone services providers be compensated for toll-free calls made from pay phones. Please amend this action and stop the sneak charge -- billing should be up front at the pay phone! Thank you for your action.

Helen S. McDougall & Kenneth McDougall  
Signature

US Senator  
The Honorable Phil Gram  
Room 370  
Russell Building  
Washington, DC 20510  
202-224-2934

US Senator  
The Honorable Kay Bailey Hutchison  
703 Hart Office Building  
Washington, DC 20510  
202-224-5922

Please write to all of the officials listed, and call the FCC on their toll-free number from a pay phone.

FCC  
Common Carrier Bureau  
Consumer Complaints  
Mail Stop 1600 A2  
Washington, DC 20554  
888-225-5322

US Congressman  
The Honorable Jim Turner  
Room 2256  
Rayburn House Office Building  
Washington, DC 20515  
202-225-2401

Re: Complaint regarding new charge for toll-free-number calls and calling card calls from pay phones

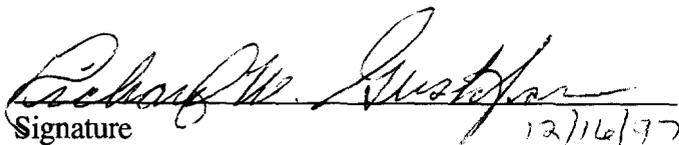
Name: Richard W. GUSTAFSON

Address: 101 RAINBOW DR. #8809

City, State & Zip: LIVINGSTON, TEXAS, 77351

*It will expedite processing if your complaint is typed or legibly printed.*

Reason for complaint: CURRENTLY A NUMBER OF LOCAL PHONE COMPANIES  
CHARGE FOR THE USE OF 800/888 TOLL FREE NUMBERS <sup>FROM PAY PHONES,</sup> ^ CONSIDERING  
THAT TECHNOLOGY IS AVAILABLE NOW!, WHY CHARGE ALL  
800/888 CUSTOMERS A FEE FOR TOLL-FREE CALLS. IS IT  
SO DIFFICULT FOR CONGRESS AND THE FCC TO RECOGNIZE  
THAT FREE IS GOOD, NOT BAD FOR CUSTOMERS AND BUSINESSSES  
ALIKE! I URGE CONGRESS AND THE FCC TO RESCIND  
THIS PRACTICE OF CHARGING CUSTOMERS OF BUSINESSSES  
800/888 TOLL-FREE NUMBERS

  
Signature 12/16/97

US Senator  
The Honorable Phil Gram  
Room 370  
Russell Building  
Washington, DC 20510  
202-224-2934

US Senator  
The Honorable Kay Bailey Hutchison  
703 Hart Office Building  
Washington, DC 20510  
202-224-5922

Please write to all of the officials listed, and call the FCC on their toll-free number from a pay phone.

DOCKET FILE COPY ORIGINAL

FCC  
Common Carrier Bureau  
Consumer Complaints  
Mail Stop #60 A2  
Washington, DC 20554  
800-225-5322

US Congressman  
The Honorable Jim Turner  
Room 2256  
Rayburn House Office Building  
Washington, DC 20515  
202-225-2401

96-128

Re: Complaint regarding new charge for toll-free-number calls and calling card calls from pay phones

Name: Richard & Dorothy Bender

Address: 501 W. Owassa Road #763

City, State & Zip: Pharr, TX 78577

*It will expedite processing if your complaint is typed or legibly printed.*

Reason for complaint: We are "Full-time" RVers and use a mail forwarding service  
Out of Livingston, TX when we are traveling (our winter address is above as we  
winter in the Rio Grande Valley of TX.) We also use a Message Service so that our  
family may get in contact with us wherever we may be. Both these services are

Accessed by toll-free numbers and when traveling we must use pay phones. I DO NOT  
object to paying \$.35 at a phone to call the toll-free number but the way the new

charge is currently written and used the fee is assessed to the toll-free number-is  
a HIDDEN expense since the holder of the toll-free number has no way to know if the  
incoming call is being made from a pay phone or a residential phone so cannot dispute  
these charges in anyway. There is no doubt in my mind that our Mail Forwarding Service

and also our message service is going to have to increase their charges to cover the  
cost of the new fees! If I had to pay the \$.35 at the pay phone to make the call I  
would only be paying MY fair share based on my useage.....with these hidden fees  
The telephone company has a "LICENSE TO STEAL" since no one can challenge their fees!  
PLEASE INSTITUTE SOME CHANGES IN THIS LAW AND ARRANGE THAT THE FEE BE COLLECTED UP FRONT!

Signature Dorothy A Bender  
US Senator Richard L. Lugar  
The Honorable Phil Gram  
Room 370  
Russell Building  
Washington, DC 20510  
202-224-2934

US Senator  
The Honorable Kay Bailey Hutchison  
703 Hart Office Building  
Washington, DC 20510  
202-224-5922

Please write to all of the officials listed, and call the FCC on their toll-free number from a pay phone.

AMERICAN SENTRY SYSTEMS, INC.

1221 ANDERSEN DRIVE  
SAN MATEO  
CALIFORNIA 94901-5319  
(415) 457-2622  
arsen@microweb.com EMAIL

DOCKET FILE COPY ORIGINAL

CA License LA 2514  
24 Hour Central Station  
Underwriter's Laboratories Fire Listed

RECEIVED  
JAN 2 6 1998  
FCC MAIL ROOM

January 2, 1998

96-128

Informal Complaints and Public Inquiries Branch  
Enforcement Division  
Common Carrier Bureau  
Federal Communications Commission  
1919 M Street  
Washington, DC 20554

Re: Prior Notification of Charges to End Users

Good Morning!

I am writing to address the matter of FCC regulations that are changed or created that effect the public directly, such as new charges, especially ones where the public can make a choice to use the service with the new charge.

The item that has brought this to my immediate attention is the \$.30 charge to use a pay phone for making 800 number calls. I am a small business operator who provides these numbers, partly, for the use of employees to call in from the field. This charge will increase the cost of those "toll-free" calls by about 600 per cent.

I have a couple of concerns:

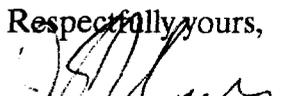
Normally, when the FCC is contemplating making a change in its regulations, it publishes, or directs the companies communicating with the effected public, usually by a billing statement, to publish a notification or "Request for Comments". I never received any such item from any of my three long distance or toll free carriers regarding this matter. Therefore, I was not given the opportunity to present my view.

Secondly, from talking to one of my carriers, I understand that the FCC does not provide for, in its regulations, adequate notice to the effected public of its new regulations. I think that this is not in the public interest. I am not as concerned about a charge for which there is no choice for a subscriber, such as a charge that is not based upon a specific use by a customer. Increasing the excise tax will not effect how I use my telephone service. Adding a \$.30 charge to a 'toll-free' call will.

In my case, I received a bill on December 29, 1997, dated 12/01/97 stating that in my January bill, for service from 12/01/97 to 12/31/97, this charge will apply. When I asked, the Customer Service Manager advised me that the FCC does not discuss in its regulations, notice to the public.

Your response to how the FCC addresses, or will consider in the future, adequate notice to the public of its regulations, will be greatly appreciated.

Respectfully yours,

  
JOHN R. SOWDEN  
President

*Anthony L. Campbell*

RECEIVED

127 MOORELAND STREET SPRINGFIELD, MA 01104

DOCKET FILE COPY ORIGINAL

JAN 16 1998

FCC MAIL ROOM

January 12, 1998

96-128

Federal Communications Commission  
Common Carrier Bureau, Enforcement Division  
Informal Complaints and Public Inquiries Branch  
Mail Stop Code 1600A2  
2025 M Street NW  
Washington, DC 20554

Sir:

I find the recent surcharge added to pay-phone based telephone calls to be a surprise and an unfair tax.

It is a surprise because the purpose of pay phones has been to encourage the use of the telephone system by making access easy and inexpensive. When the telephone system was a quasi-public monopoly, our costs per phone call were lower and service was much better.

It is an unfair tax because the Telecommunications Act of 1996 was passed without significant public debate or vote and involves a charge for what has been considered by Congress, the White House and your agency a public utility - so important in the past as a public trust that the quasi-public monopoly was the chosen venue to deliver the services to the public! In other words, this is taxation without representation!

I understand there are other provisions which will be as onerous to the public. The surcharge for a second home phone is an example. My question becomes this: Did the Congress participate in the writing of this Act or did the telecommunications companies write it alone?

Sincerely,



CC: Senator Edward Kennedy, Senator John Kerry, Representative Richard Neal,  
Representative Newt Gingrich

DOCKET FILE COPY ORIGINAL

January 7, 1998

FCC

RECEIVED

JAN 6 1998

MAIL ROOM

Common Carrier Bureau  
Consumer Complaints  
Mail Stop 1600 A2  
Washington, DC 20554

96-128

Re: Complaint regarding new charge for toll-free-number calls and calling cards calls from pay phones.

Reason for complaint is the FCC mandated this charge without the public knowing about it. The best way was to charge 25¢ for each pay phone call. I request this "act" be amended so the caller pays all the phone costs.

Thank you

Donnie M. Ruyke

101 Rainbow Dr. #6638

Livingston, TX 77351

DOCKET FILE COPY ORIGINAL

1326 N. E. 7TH Street  
Gainesville, Fl. 32601  
January 2, 1998

96-128

RECEIVED  
JAN 6 1998  
FCC MAIL ROOM  
FCC  
Common Carrier Bureau  
Consumer Complaint  
Mail Stop 1600-A2  
Washington, DC 20554

Dear Sirs,

I am writing in regard to a Congress Directive which FCC has mandated, I'm referring to the PSPs Charge. When I first heard about it I was dumb-founded and the more I look at it, it is obvious not a lot of thought has gone into this one.

Think for a minute how many private companies and individuals have 800 numbers that will be hit with this increase. I am retired and frequently travel in my motorhome for long periods of time. I use a calling card which allows me to stay in touch with my family when I'm on the road. I'm already paying long distance and access rates and now I'm expected to pay another fee. I call my emergency info number with Family Motor Coach Asso. almost daily. Have you any idea how many thousands of calls they receive daily? at 30 cents a call that's a pile of money. Ultimately it will come back to those of us that use the service. What will happen is I won't use the service as often and will make fewer calls. Businesses that depend upon 800 numbers for customers will find they are getting fewer calls. Look at the number of people who are on the highways or are traveling and use calling cards i.e. truckers, salesman, repairmen etc. they don't have much choice if they need to call someone. Cell Phones aren't exactly cheap. I understand this is just for people using pay phones otherwise there is no charge. Isn't that discrimination against those that can't get to their home phone and are forced to use a pay phone?

I own stock in several phone companies so I know they are making plenty of money, it seems to me they could provide a service for use of the 800 numbers and calling cards at pay phones without whining about it. They get 35 cents now for pay phones. It appears to me as if they are getting more and more greedy and less and less service orientated and getting the FCC to support their greed. Bad idea, I think it will come back to haunt them.

Sincerely,  
*Joseph Knox*

cc Congressman Karen Thurman  
Congressman Cliff Stearns  
Senator Bob Graham  
Senator Connie Mack



RECEIVED

JAN 6 1998

FCC MAIL ROOM  
Common Carrier Division  
Consumer Complaints  
Mail Stop 1600 A 2  
WDC 20554

