

DOCKET FILE COPY ORIGINAL

**From:** <chris.ott@santaclara.org>  
**To:** A4.A4(FCCINFO),A7.A7(WKENNARD,SNES,HFURCHTG,MPOWE...  
**Date:** 4/29/98 11:33am  
**Subject:** Pacific Bell Monopoly

96-98

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APR 29 1998

Federal Communications Commission  
Office of Secretary

Dear Commissioners,

My name is Chris Ott, I am a former business owner in the Northern California Bay Area and now work for the Santa Clara Chamber of Commerce Convention-Visitors Bureau. As a business owner, I was completely frustrated with countless aspects of Pacific Bell's service and lack-there-of. Not only did Pacific Bell's mistakes cost me tens of thousands of dollars, but the most frustrating aspect was that I had no other alternatives! In fact, when I told Pacific Bell that their service was appalling and unacceptable and that I wish that there was competition for phone service and directory advertising, the representative from Pacific Bell even joked sarcastically, knowing full well that I had no other options for service, stating "You are not going to get better service with any other carrier, because there AREN'T any!". This made me feel absolutely helpless and without ANY options, because he was right.....what could I do? I needed phone service and the advertising, and I was basically at the mercy of this total monopoly.

The fact is, companies like Pacific Bell and PG&E have a stranglehold on their customers as opposed to "earning" them. This obviously means that service will not be as good and prices will definitely not be fair. Most importantly, as Americans, in a FREE country.....we deserve choices! We deserve the right to choose a different company if we don't like the prices, service, product, or for any other reason for that matter. Just think if you needed to eat and there was only one food company and all they made was yams. If you were hungry, you would have to buy it. You would have to pay whatever that company decided they want to charge even if you didn't like yams! Well, that is what is happening with telephone service, specifically Pacific Bell.

Thank you very much for your time and let's keep America a FREE country!

Sincerely,

Chris Ott  
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Pleasanton, CA 94566

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2

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96-98

**From:** JIM BOOKHOUT <BOOKHOUT@SWBELL.NET>  
**To:** A4.A4(FCCINFO)  
**Date:** 4/27/98 6:50pm  
**Subject:** SOUTHWESTERN BELL LONG DISTANCE

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**APR 29 1998**

Federal Communications Commission  
Office of Secretary

I AM WRITING TO REQUEST THAT THE FCC APPROVE SOUTHWESTERN BELL AS A LONG DISTANCE CARRIER. I HAVE SO MUCH TROUBLE WITH THE LONG DISTANCE COS. I REALLY WOULD LIKE TO HAVE MY LOCAL PHONE CO. AS MY CARRIER! I AM ABLE TO USE THEM AS MY L.D. CO. WITH MY CELL PHONE & WITH MY L.D. CREDIT CARD BUT NOT AS 1+ ON MY PHONES. THEY STATE THAT THE F.C.C. WILL NOT ACT ON THEIR REQUEST. WHY NOT? I HAVE HAD SO MUCH TROUBLE WITH POOR SERVICE AND SLAMMING THAT I AM TIRED OF MESSING WITH THIS. I JUST SIMPLY WANT TO BE ABLE TO CALL MY LOCAL PHONE CO. AND HAVE THEM TAKE CARE OF MY NEEDS!!!! THEY DO A GOOD JOB AT REASONABLE RATES WITHOUT DECEPTION, YET I CANNOT USE THEM FOR 1+ DIALING. OTHERS CAN OFFER LOCAL SERVICE. WHY CAN'T S.W.BELL OFFER LONG DISTANCE?

PLEASE GET BUSY AND GET THRU ALL THE LEGAL MUMBO JUMBO AND GET THEM APPROVED SO US CITIZENS CAN QUIT BEING STOLEN FROM AND DECEIVED BY THE OTHER CARRIERS.

THANK YOU FOR YOUR TIME.

JIM BOOKHOUT  
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2

DOCKET FILE COPY ORIGINAL

96-98

**From:** <California.Constituent@duke.apk.net>  
**Date:** 4/28/98 8:45pm  
**Subject:** Local Phone Service

Federal Communications Commission

Name: David Chen  
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**APR 29 1998**

Federal Communications Commission  
Office of Secretary

Message: Our local phone market MUST BE OPENED TO COMPETITION.  
Pacific Bell is taking advantage of its monopoly and treating its less profitable customers (light residential users such as myself) like absolute dirt. They charge too much, charge toll for an 8.1 mile call (even though I'm paying for "unlimited" local calling), decline to install 2nd phone lines if it doesn't look profitable (they quoted me FIVE MONTHS for a 2nd line), etc etc.  
I'm furious and will drop Pac Bell the SECOND that another company asks for a chance at serving my needs.  
Thanks for listening.  
Dave

2