

Comments to FCC regarding the proposed merger of MCI/WorldCom and Sprint.

Please DO NOT approve this merger!!!!

Quality Telemarketing, Inc specializes in Business-to-Business outbound telemarketing.

We have been MCI customers for about 11 years. Our annual billing with MCI is roughly \$300,000.

Prior to the merger of MCI and WorldCom we experienced occasional service outages, but the operations, customer service, and marketing arms of MCI always responded quickly and were able to explain why the problem occurred, told us approximately when it would be repaired, and followed up to ensure we were back in business as soon as possible.

Since the merger of MCI and WorldCom, not only do we have occasional service outages, but the priorities of the organization seem to have changed. On at least two occasions we have ordered additions in service and instead of facilitating the new service someone in the Denver Customer Service area has taken our existing service down, leaving us with less service than we started with.

No one in our organization was notified of the service interruption and no one at MCI/WorldCom was notified. We followed the trouble reporting procedures only to be told that it must be our equipment that is failing and we should call our service peop