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May 12, 2000

EX PARTE – Via Electronic Filing

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
The Portals
445 12th Street, SW
Washington, DC 20554

Re: Coalition for Affordable Local and Long Distance Service Proposal –
CC Dockets 96-262, 94-1, 96-45, 99-249

Dear Ms. Salas:

On May 9, 2000, I met with Lorraine Miller, Chief, Consumer Information Bureau, Peter Friedman, Karen Strauss and Ellen Blackler, all of the Consumer Information Bureau, regarding consumer education efforts by CALLS members. During the meeting, we discussed the need for consumer education, including the difficulty customers have in determining appropriate long distance plans, difficulties customers have in reading their telephone bills and confusion resulting from the fact that different bills use different terms to describe similar items, and the relatively low rate of Lifeline subscribership. I stated that CALLS was trying to formulate different ideas for addressing these areas of concern, as well as to determine different efforts that could be better coordinated to address these concerns.

In accordance with FCC rules, I am filing copies of this letter in each of the above-captioned dockets.

Sincerely,


John T. Nakahata

Counsel to the Coalition for Affordable Local and
Long Distance

JTN/krs

cc: Ms. Lorraine Miller, Chief, Consumer Information Bureau
Mr. Peter Friedman
Ms. Karen Strauss
Ms. Ellen Blackler