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To: David Solomon, Bureau Chief
Company: Federal Communications Commission
Fax #: 202-418-2810

From: Rocky Spencer
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Message:

2000 MAR -2 P 1:38

ATTENTION!!!!!!

The MCIWORLD.COM - SPRINT PROPOSED MERGER should be DENIED by the Federal Communications Commission and the U.S. Department of Justice in the best interest of the public for the reasons that follow on the attached fax.

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March 2, 2000

David Solomon
Bureau Chief
Federal Communications Commission
445 12th Street, SW
Room 7-C723
Washington, DC

RE: Proposed MCIWorldCom - Sprint Merger

SUBJ: Why the Proposed Merger Should Be DENIED

Dear Mr. Solomon:

I worked for MCIWorldCom from April 19, 1999 until February 29, 2000 at its Telecommunications Center in Newport News Virginia. Until now, I have not been permitted to disclose anything to you for fear of losing my job. Before you come to the conclusion that I am a disgruntled former employee, I have my statistics and my earnings to prove I was a top performer at MCIWorldCom, and was rewarded with a cruise on the Spirit of Norfolk in the middle of February for said performance. I have received many awards, and have all the documentation to verify this.

The proposed merger of MCIWorldCom and Sprint should be DENIED. I am very vehemently opposed to this, and for good reason. This is how MCIWorldCom works, and how its secrets are kept secret.

MCIWorldCom is very selective in its hiring. It hires only those who are in desperate need of a job, most often those that no one else will offer employment, i.e., and ex-felon, such as myself, divorcees with children and no where else to turn, students looking to earn a lot of money really fast, and as a cover for those in other occupations not so legitimate.

In return, MCIWorldCom is guaranteed complete silence and loyalty on behalf of its employees. MCIWorldCom staff has several times jokingly referred to MCI as standing for "Many Changes Instantly." They have referred to its Communications Center as a "legal hustle," and quite frankly, reward their loyal employees accordingly.

The "Clean-Up" promise that they have made to you is nothing more than smoke and mirrors. They intend to have its own employees, only for a maximum of 180 days (I have the job posting to prove it), to monitor calls and "prevent fraudulent sales." After that, these employees will return to the telephones as TSRs. Since I called several hundred people each and every day, I think that the merger would be a disgrace to Sprint and its stockholders. Not once did I get a complaint about Sprint I assume that they are a reputable company.

The following is just some, but far from all, of the practices that are not only tolerated but encouraged at MCIWorldCom:

In the WINBACK bays, which are the bays that call customers that have legitimately

changed their service to another carrier, and MCIWorldCom (hereinafter referred to as MCI) is supposed to be calling them to "win their business back." Instead, the customer is often led to believe that their service was mistakenly disconnected by MCI, and that MCI is going to reconnect them at no charge since the "error" was on the part of MCI. They rely on the ignorance of the customer or the possibility that one spouse did not tell the other about the decision to change to another carrier. Since the commits (the required amount of sales per cycle) are ridiculously high in these bays, the TSRs (Telephone Sales Representatives) have no choice but to follow instructions.

You are told that at all times you are to tell the customer that they are currently paying a fee whether or not they use long distance, and if they do not have a long distance carrier, they are charged a fee, which is inflated by the TSR, to encourage the customer to switch to MCI.

They are given a customer service number of 1-800-444-3333, of which I have yet to receive a live voice. Supervisors even joke about them never being able to report any fraud due to not getting through to Customer Service. Former customers are constantly complaining of double billing and the rudeness of customer service if and when they finally get through. More often, the customers resort to writing to MCI, and still get no results. You should really contact some former MCI customers.

The sales of fraudulent lines has NEVER been monitored in the past, and multiple-line sales have constantly been made to nursing homes, hospitals, pay phones, office buildings, directly out of the telephone book, and by calling a pay phone where a friend of the TSR is waiting with a list of fraudulent numbers to sign up for MCI. Unfortunately, by signing up these fraudulent numbers, a great deal of consumers are actually "slammed" by MCI. Instead, those with excessive multi-lines are rewarded with immediate compensation, name American Express Gift Checks and other valuable merchandise. Even those with 30-plus lines in a single sale are not checked by anyone. And the Third-Party Verification (TPV) process is a joke. Since it is not their job to do anything but ask the customer if the listed lines are his, there is no real verification in process.

While supervisors in each bay are supposed to be monitoring, which I assumed to be listening for fraudulent sales, they instead use questionable practices to coach the TSR to make the sale. While it is often referred to as "fighting reluctance," it is nothing more than lying to the potential customer.

TSRs are only paid for the time that they are on the telephone. There is no real time-keeping in place. They consistently violate the labor laws, and in some cases actually prevent you from going to the restroom if you have exceeded your break time. The period from 7:00 p.m. until 9:00 p.m. is referred to as "blackout time," and if you attempt to leave your telephone for any reason you are considered in violation. Any time any questions arise, they are always blamed on the TSR. They have done nothing to truly honor your request to "clean up their act."

I therefore respectfully request that you FULLY investigate any and all practices of MCI and its tactics with regards to both potential customers and its employees. I am certain you will find that any such merger would be a disgrace not only to Sprint, but to the consumer as well.

If you should have any questions or need additional information, please contact me at (757)

596-3940.

Thank you for your immediate attention and consideration in this matter.

Sincerely,

Rocky D. Spencer
213 S. Stuart Road
Newport News, VA 23605-1030
Telephone: (757) 596-3940