

DOCKET FILE COPY ORIGINAL

RECEIVED

MAY 26 2000

FCC MAIL ROOM

COMMENTS ON
TELEGATE'S PROPOSAL FOR PRESUBSCRIPTION TO
"411" DIRECTORY ASSISTANCE SERVICES

CC DOCKET NO. 99-273

CC DOCKET NO. 98-67

Sent by Certified Mail
May 25, 2000

Magalie Roman Salas, Secretary
Federal Communications Commission
Portals II
445 12th Street, SW
Suite TW-A325
Washington, D.C. 20554

Dear Ms. Salas:

The attached comments and survey results are submitted on behalf of the American people. May their voices be heard and given precedence in this matter.

Sincerely,


Richard Sayers

Should there be any questions concerning the attached materials, please contact:

Richard Sayers
President
10-10PhoneRates.com
PMB #119
1125-B Arnold Drive
Martinez, CA 94553-4104

Phone: 925-228-8471

The 10-10PhoneRates.com Web site conducted a survey of visitors over a two week period regarding the possibility of the Federal Communications Commission opening up the 411 market for competition. 106 people responded. While the survey did not employ scientific sampling, it does provide an interesting look at the feelings of these telephone rate payers. Perhaps the FCC should commission a survey with a larger sample size, whose respondents mirror the demographics of the United States population.

Survey Results

The one-time cost to open up the 411 market is estimated at \$1.24 per subscriber. This could be charged directly to you or absorbed by companies seeking to serve this new market.

Should consumers directly pay the cost of opening the market via a charge on their phone bills?

6% yes
92% no
2% don't care

An alternative to allowing consumers to subscribe to different 411 providers is to eliminate 411 as the directory assistance number.

Which do you prefer?

28% Subscribe to 411
49% Use 10-10's for directory assistance
23% Don't Care

If competition is allowed for directory assistance, one proposed way to start is by consumer balloting. You would receive a ballot and choose your 411 provider.

Would you like to choose via balloting?

60% yes
25% no
15% don't care

For households that do not return the ballot, is it a good idea to evenly split up assigning directory assistance providers (instead of just leaving them with their current provider)?

19% yes
69% no
12% don't care

Would you like to have a choice of different companies that can provide your "411" directory assistance?

58% yes
23% no
19% don't care

Enter any other comments on this subject

See actual comments on attached survey submissions. All responses with comments are grouped in the front.

The one-time cost to open up the 411 market is estimated at \$1.24 per subscriber. This could be charged directly to you or absorbed by companies seeking to serve this new market.

Should consumers directly pay the cost of opening the market via a charge on their phone bills?

- yes
 no
 don't care

An alternative to allowing consumers to subscribe to different 411 providers is to eliminate 411 as the directory assistance number.

Which do you prefer?

- Subscribe to 411
 Use 10-10's for directory assistance
 Don't Care

If competition is allowed for directory assistance, one proposed way to start is by consumer balloting. You would receive a ballot and choose your 411 provider.

Would you like to choose via balloting?

- yes
 no
 don't care

For households that do not return the ballot, is it a good idea to evenly split up assigning directory assistance providers (instead of just leaving them with their current provider)?

- yes
 no
 don't care

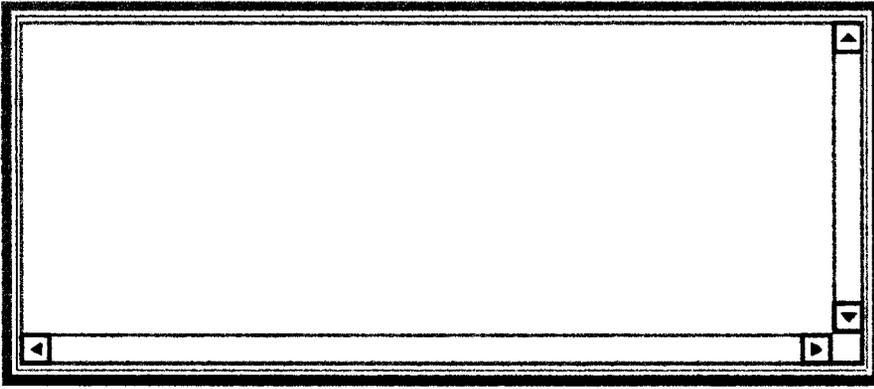
Would you like to have a choice of different companies that can provide your "411" directory assistance?

- yes
 no
 don't care

Privacy policy: your information will used to verify that a legitimate e-mail address has been given. All feedback will be forwarded to the FCC to consider as they create any policies in this area. If your comments are particularly interesting, I may ask your permission to be quoted on this website. You will only be quoted if you reply to me approving that. This information will not be used for any other purpose or shared with any other parties.

| | |
|------------|------------------------------|
| Name: | <input type="text"/> |
| Email: | <input type="text"/> |
| Subject: | 411 <input type="text"/> |
| Home Page: | http:// <input type="text"/> |

Enter any other comments on this subject here:



Below is the result of your feedback form. It was submitted by
() on Monday, May 22, 2000 at 13:13:16

should_consumers_pay: NO
preferred_dialing_method: 10-10
choose_via_balloting: DO NOT CARE
allocate_no_ballots: DO NOT CARE
would_like_choice: DO NOT CARE
Realname: Richard Reed
Email: rcreed6560@hotmail.com
Subject: 411

Message: Seldom use 411 service

Below is the result of your feedback form. It was submitted by
() on Monday, May 22, 2000 at 15:57:22

should_consumers_pay: NO
preferred_dialing_method: 411
choose_via_balloting: YES
allocate_no_ballots: NO
would_like_choice: YES
Realname: Jonathan Rynd
Email: jrr7@cornell.edu
Subject: 411

Message: Typically 411 used to be handled by the local telephone company and only worked in-state. Now that the local telcos operate over multiple states and are even involved in long distance, they're offering all the services through 411 that you used to have to dial 1-***-555-1212 to get. But this convenience comes at a cost. The ideal situation should favor neither the low cost providers nor the pure convenience providers.

Below is the result of your feedback form. It was submitted by
() on Monday, May 22, 2000 at 17:09:09

should_consumers_pay: NO
preferred_dialing_method: 411
choose_via_balloting: NO
allocate_no_ballots: NO
would_like_choice: NO
Realname: William T Peche
Email: wtpo@ticon.net
Subject: 411

Message: I would prefer that things be left the way they are. There is already enough competition with long distance. There doesn't need to be one more choice. People actually already have a choice in directory assistance since they may call various sources for directory assistance in addition to the number provided by their Dial 1+ carrier. The adage goes "If it ain't broke, don't fix it." Currently, directory assistance is working just fine and there are already choices available, so nothing should be done to change it.

Below is the result of your feedback form. It was submitted by
() on Sunday, May 21, 2000 at 17:40:59

should_consumers_pay: NO
preferred_dialing_method: 10-10
choose_via_balloting: NO
allocate_no_ballots: NO
would_like_choice: YES
Realname: john turrell
Email: jturrell@westnet.com
Subject: 411

Message: no additional fees to phone bills

Below is the result of your feedback form. It was submitted by
() on Monday, May 22, 2000 at 08:41:10

should_consumers_pay: NO
preferred_dialing_method: DO NOT CARE
choose_via_balloting: YES
allocate_no_ballots: NO
would_like_choice: NO
Realname: Bill Choate
Email: bchoate@emory.edu
Subject: 411

Message: By and large, I would rather leave "utility functions" in a regulated environment. Those of living in Georgia are still living with the nightmare of de-regulated natural gas providers and it is worst mess you can imagine for residential consumers. I don't really have the time or inclination to research which provider will provide the best directory service package for me at the best price. This is not like buying gas for my car where I can easily choose where I fill up based on the prices posted on the street signs. And if 411 service is anything like the natural gas fiasco in Georgia, consumers can't easily compare what is being offered by each proviser.

Below is the result of your feedback form. It was submitted by
() on Monday, May 22, 2000 at 13:10:36

should_consumers_pay: NO
preferred_dialing_method: 411
choose_via_balloting: NO
allocate_no_ballots: NO
would_like_choice: NO
Realname: s
Email: a
Subject: 411

Message: More options ... more fees ... fatter bill
In 10 years our phonebill will be 10 pages long with 8 pages taking up all these options

Below is the result of your feedback form. It was submitted by
() on Saturday, May 20, 2000 at 15:35:08

should_consumers_pay: NO
preferred_dialing_method: 10-10
choose_via_balloting: YES
allocate_no_ballots: YES
would_like_choice: NO
Realname: Richard Johnson
Email: dickj2@yahoo.com
Subject: 411

Message: There are already way too many hidden charges and taxes on our phone bills. I and all my acquaintances would like to see these charges eliminated INSTEAD OF ADDING MORE.

Below is the result of your feedback form. It was submitted by
() on Sunday, May 21, 2000 at 13:37:52

should_consumers_pay: NO
preferred_dialing_method: 10-10
choose_via_balloting: YES
allocate_no_ballots: YES
would_like_choice: YES
Realname: JEAN KRAYNICK
Email: BOBBYJ@QIS.NET
Subject: 411

Message: PERSONALLY, I FEEL THAT CONSUMERS ARE BEING RIPPED OFF ON A DAILY BASIS BY LONG DISTANT PROVIDERS SUCH AS SPRINT AND MCI. I THINK IT'S ABSURD TO CHARGE LOW RATES ONLY AT CERTAIN TIMES DURING THE DAY AND THEN NOT HAVE THOSE RATES APPLY TO IN-STATE DIALING. BY THE TIME ONE MAKES A PHONE CALL, YOU ARE NOT AWARE OF WHAT IT COSTS. I WANT ONE SET RATE FOR ALL CALLS REGARDLESS OF THE TIME OF DAY OR NIGHT, AND I WANT ALL CHARGES PER MINUTE TO BE THE SAME WHETHER IT'S A LOCAL LONG DISTANCE OR 500 MILES AWAY. I'M WEARY OF HIDDEN CHARGES TOO.

Below is the result of your feedback form. It was submitted by
() on Sunday, May 21, 2000 at 13:56:26

should_consumers_pay: YES
preferred_dialing_method: 10-10
choose_via_balloting: YES
allocate_no_ballots: DO NOT CARE
would_like_choice: YES
Realname: Ben F. Palmer
Email: BPa2704@aol.com
Subject: Other Comment

Message: The rates of dialing 411 is much too high, something needs to be done!!!

Below is the result of your feedback form. It was submitted by
() on Friday, May 19, 2000 at 10:20:55

should_consumers_pay: NO
preferred_dialing_method: 10-10
choose_via_balloting: NO
allocate_no_ballots: NO
would_like_choice: DO NOT CARE
Realname: Jerry Young
Email: jly@ionet.net
Subject: 411

Message: Any charges arising from this proposed plan should be incurred by the companies who wish to provide their services, rather than by the consumer. Why should I have to subsidize their business? They have more funds than I do. If such companies wish to compete in the market where 411 is already established, then make them pay from their own profits, or force 411 to share in their expenses and profits and leave the consumer the hell alone.

Below is the result of your feedback form. It was submitted by
() on Saturday, May 20, 2000 at 09:23:42

should_consumers_pay: NO
preferred_dialing_method: 411
choose_via_balloting: DO NOT CARE
allocate_no_ballots: NO
would_like_choice: DO NOT CARE
Realname: Jim Sheridan
Email: Jim.Sheridan@juno.com
Subject: 411

Message: Tired of paying all the fees and taxes for telephone services. Should be paid by the users when used. If I need to be paying for those that can't afford it then I should be able to write it off on my income taxes as a FORCED donation.

Below is the result of your feedback form. It was submitted by
() on Saturday, May 20, 2000 at 13:00:42

should_consumers_pay: NO
preferred_dialing_method: 10-10
choose_via_balloting: DO NOT CARE
allocate_no_ballots: NO
would_like_choice: NO
Realname: jack anderson
Email: gailanders@mindspring.com
Subject: 411

Message: dear fcc:
stay off our backs. we've got enough billing add-ons to deal with.

Below is the result of your feedback form. It was submitted by
() on Thursday, May 18, 2000 at 17:44:16

should_consumers_pay: DO NOT CARE
preferred_dialing_method: 411
choose_via_balloting: DO NOT CARE
allocate_no_ballots: NO
would_like_choice: DO NOT CARE
Realname: Anne
Email: anne_elise@mail.com
Subject: 411

Message: I don't get it. Doesn't the FCC have more important things to spend their time on. Sure, competition always improves service and lowers prices, so go for it. But I would guess that most people barely pay attention and couldn't care less. Have a nice day!

Below is the result of your feedback form. It was submitted by
() on Thursday, May 18, 2000 at 20:02:43

should_consumers_pay: YES
preferred_dialing_method: DO NOT CARE
choose_via_balloting: YES
allocate_no_ballots: YES
would_like_choice: YES
Realname: Matthew
Email: StealthKnight@webtv.net
Subject: 411
Home Page:

Message: If this is the land of the free..then why are 411 calls..that were originally FREE now charging?

Below is the result of your feedback form. It was submitted by
() on Friday, May 19, 2000 at 01:05:15

should_consumers_pay: NO
preferred_dialing_method: 411
choose_via_balloting: YES
allocate_no_ballots: NO
would_like_choice: NO
Realname: Linda Littlejohn
Email: alan@inforum.net
Subject: 411

Message: 411 should remain the information number and it should be a pay as you use it service. Those who do not use the service should not have to subsidize those who do.

Below is the result of your feedback form. It was submitted by
() on Wednesday, May 17, 2000 at 19:25:36

should_consumers_pay: NO
preferred_dialing_method: 10-10
choose_via_balloting: YES
allocate_no_ballots: NO
would_like_choice: YES
Realname: Robert K. McCall
Email: mccalr1@msn.com
Subject: 411

Message: There are already way too many miscellaneous charges which appear on my phone bill. Please don't authorize additional charges.

Below is the result of your feedback form. It was submitted by
() on Wednesday, May 17, 2000 at 20:32:43

should_consumers_pay: YES
preferred_dialing_method: 10-10
choose_via_balloting: YES
allocate_no_ballots: NO
would_like_choice: YES
Realname: Robert V. Rice
Email: rvrice@yahoo.com
Subject: 411

Message: Any 411 services should be paid for by the people who use the service. There are enough "Gore" taxes on the phone bills already. Stop with all the socialized services this country has tacked on year after year. We are supposed to be a democracy, not a socialism.

Below is the result of your feedback form. It was submitted by
() on Thursday, May 18, 2000 at 17:04:23

should_consumers_pay: NO
preferred_dialing_method: DO NOT CARE
choose_via_balloting: NO
allocate_no_ballots: NO
would_like_choice: YES
Realname: Richard H Davidson
Email: rhdavidson@hotmail.com
Subject: 411

Message: I would like the option of choosing no 411 provider at all. I don't use the service and I don't need it and I DON'T WANT TO PAY FOR IT!!!

Below is the result of your feedback form. It was submitted by
() on Wednesday, May 17, 2000 at 11:37:43

should_consumers_pay: NO
preferred_dialing_method: 10-10
choose_via_balloting: YES
allocate_no_ballots: NO
would_like_choice: NO
Realname: Bob Nawman
Email:
Subject: 411

Message: Thanks for the opportunity to vote like this. Since the government broke up ATT. The phone industry, and it's service, has deteriate. This should STOP!!!>

Below is the result of your feedback form. It was submitted by
() on Wednesday, May 17, 2000 at 12:50:24

should_consumers_pay: NO
preferred_dialing_method: 10-10
choose_via_balloting: YES
allocate_no_ballots: NO
would_like_choice: NO
Realname: Karl Kinker
Email: kjud@thegrid.net
Subject: 411

Message: Tell the FCC to stay away from we americans.
The regulate too much as it is.

Below is the result of your feedback form. It was submitted by
() on Wednesday, May 17, 2000 at 13:00:52

should_consumers_pay: NO
preferred_dialing_method: 411
choose_via_balloting: DO NOT CARE
allocate_no_ballots: NO
would_like_choice: NO
Realname: Johanna Du Bois
Email: j.dubois@iwon.com
Subject: 411

Message: I seriously think it is about time these companies started putting the consumer ahead of their profit margin. I know the majority of us can not for the life of us ...understand at the legalities involved with the FCC, but just once, try not to pass the buck (or should I say - the bill) on to us because you want to move into a new tax bracket.

Below is the result of your feedback form. It was submitted by
() on Wednesday, May 17, 2000 at 03:53:50

should_consumers_pay: NO
preferred_dialing_method: 10-10
choose_via_balloting: YES
allocate_no_ballots: YES
would_like_choice: YES
Realname: al sidner
Email: ritchsae@yahoo.com
Subject: 411

Message: Please stop the endless nickel & dime fees. Give us a basic, modest fee phone service

Below is the result of your feedback form. It was submitted by
() on Wednesday, May 17, 2000 at 09:58:24

should_consumers_pay: NO
preferred_dialing_method: 10-10
choose_via_balloting: YES
allocate_no_ballots: NO
would_like_choice: YES
Realname: David Priddy
Email: djp@sybercom.net
Subject: 411

Message: I am retired and getting tired of paying so many charges on my phone bill. I paid for every thing I own so why should I have to pay for others! I can look up what I need on the internet!

Below is the result of your feedback form. It was submitted by
() on Wednesday, May 17, 2000 at 10:25:54

should_consumers_pay: NO
preferred_dialing_method: 411
choose_via_balloting: YES
allocate_no_ballots: NO
would_like_choice: NO
Realname: Betty Huntley
Email: Trkrboston@aol.com
Subject: 411

Message: The governments (both state and federal) is getting enough money from me for one thing or another (income tax, the big dig. It's unconstitutional the way they keep bleeding the consumer!

Below is the result of your feedback form. It was submitted by
() on Tuesday, May 16, 2000 at 21:13:55

should_consumers_pay: NO
preferred_dialing_method: 10-10
choose_via_balloting: YES
allocate_no_ballots: NO
would_like_choice: YES
Realname: C. Max Shew
Email: cmax1@aol.com
Subject: 411
Home Page:

Message: I probably shouldn't be voting because I haven't used the information service in years because I thought that was what the directory was for.

Below is the result of your feedback form. It was submitted by
() on Tuesday, May 16, 2000 at 21:19:43

should_consumers_pay: NO
preferred_dialing_method: DO NOT CARE
choose_via_balloting: YES
allocate_no_ballots: YES
would_like_choice: YES
Realname: scott strumello
Email: sstrumello@hotmail.com
Subject: 411
Home Page:

Message: The taxes on telephone service are confusing and expensive. I pay almost as much in taxes as I do in long distance.

Below is the result of your feedback form. It was submitted by
() on Tuesday, May 16, 2000 at 22:23:52

should_consumers_pay: NO
preferred_dialing_method: DO NOT CARE
choose_via_balloting: NO
allocate_no_ballots: NO
would_like_choice: YES
Realname: P. Snyder
Email: Snyder124@hotmail.com
Subject: 411
Home Page:

Message: I rarely call "411" to find a telephone number. I have found that I can find the same information on line. However, I can anticipate the need with my cell phone to find a number in a location different from where I live. I assume that this proposed "411 subscription" would work on my cell phone as well.

Below is the result of your feedback form. It was submitted by
() on Tuesday, May 16, 2000 at 19:21:07

should_consumers_pay: NO
preferred_dialing_method: DO NOT CARE
choose_via_balloting: DO NOT CARE
allocate_no_ballots: NO
would_like_choice: DO NOT CARE
Realname: Rush Ferguson
Email: rushf@pacbell.net
Subject: 411
Home Page: .
Message: I have never used 411 in the past 20 years,
so have no idea of the market size.

Below is the result of your feedback form. It was submitted by
() on Tuesday, May 16, 2000 at 19:23:02

should_consumers_pay: NO
preferred_dialing_method: 411
choose_via_balloting: YES
allocate_no_ballots: NO
would_like_choice: NO
Realname: Gerrall White
Email: gerrall@worldnet.att.net
Subject: 411
Home Page:
Message: This is wrong, the consumer is not savy and will become confused and pay more for what was a standard
local service.

Below is the result of your feedback form. It was submitted by
() on Tuesday, May 16, 2000 at 19:23:41

should_consumers_pay: NO
preferred_dialing_method: DO NOT CARE
choose_via_balloting: YES
allocate_no_ballots: NO
would_like_choice: NO
Realname: Franklin R. Penirian
Email: penirian@juno.com
Subject: 411
Home Page: .
Message: Cut the damn taxes on the phone bills. There are too many now.

Below is the result of your feedback form. It was submitted by
() on Tuesday, May 16, 2000 at 18:13:51

should_consumers_pay: NO
preferred_dialing_method: 411
choose_via_balloting: NO
allocate_no_ballots: NO
would_like_choice: YES
Realname: Thomas B. Quinn
Email: andtell.wt.net
Subject: 411
Home Page: .
Message: Just open the market and let free enterprise
reign free and don't charge us for the change.

Below is the result of your feedback form. It was submitted by
() on Tuesday, May 16, 2000 at 18:36:50

should_consumers_pay: NO
preferred_dialing_method: 10-10
choose_via_balloting: NO
allocate_no_ballots: NO
would_like_choice: YES
Realname: j. connolly
Email: NOSeJKC@aOL
Subject: 411
Home Page: .
Message: THANKS

Below is the result of your feedback form. It was submitted by
() on Tuesday, May 16, 2000 at 18:47:50

should_consumers_pay: NO
preferred_dialing_method: 10-10
choose_via_balloting: YES
allocate_no_ballots: NO
would_like_choice: YES
Realname: rod gerhart
Email: milrod@home.com
Subject: 411
Home Page: .
Message: We already have far too much money grabbed each month on our Pac Bell phone bill due to "Federally
mandated" charges and taxes.

Below is the result of your feedback form. It was submitted by
() on Tuesday, May 16, 2000 at 14:23:29

should_consumers_pay: NO

preferred_dialing_method: 10-10

choose_via_balloting: NO

allocate_no_ballots: NO

would_like_choice: YES

Realname: Steve Dondanville

Email: steved@effectnet.com

Subject: 411

Home Page: http://

Message: I am tired of paying the costs incurred so that profit-making companies can compete for my business. If they want to compete, then they should pay the costs involved and let that be reflected in their rates.

Below is the result of your feedback form. It was submitted by
() on Tuesday, May 16, 2000 at 13:29:53

should_consumers_pay: NO

preferred_dialing_method: 10-10

choose_via_balloting: YES

allocate_no_ballots: NO

would_like_choice: YES

Email: timberhills@gateway.net

Subject: 411

Home Page: http://

Message: No more increases on phone bills.

Below is the result of your feedback form. It was submitted by
() on Tuesday, May 16, 2000 at 10:41:23

should_consumers_pay: NO

preferred_dialing_method: 10-10

choose_via_balloting: NO

allocate_no_ballots: NO

would_like_choice: NO

Realname: jerry pond

Email: golfnlover@worldnet.att.net

Subject: 411

Home Page: http://

Message: Competition that raises prices is not desirable. If competition
does not lower prices then do not change.

I am sick of having people get rich from my work. Fuck ATT, MCI,
SPRINT.

Below is the result of your feedback form. It was submitted by
() on Tuesday, May 16, 2000 at 05:36:53

should_consumers_pay: NO

preferred_dialing_method: DO NOT CARE

choose_via_balloting: YES

allocate_no_ballots: YES

would_like_choice: YES

Realname: Jasn Wetherill

Email: jbw5473@aol.com

Subject: 411

Home Page: http://

Message: Fine if the FCC pasys any attention to the consumer versus the special interest
groups !

Below is the result of your feedback form. It was submitted by
() on Monday, May 15, 2000 at 12:07:11

should_consumers_pay: NO
preferred_dialing_method: DO NOT CARE
choose_via_balloting: NO
allocate_no_ballots: NO
would_like_choice: NO
Realname: Walt Richter
Email: wlr433@juno.com
Subject: 411

Home Page: **Error! Bookmark not defined.**

Message: I am gettin so tired of the Government just making up all these stupid things. They should get out of the way and let competition move on.

Below is the result of your feedback form. It was submitted by
() on Monday, May 15, 2000 at 15:16:00

should_consumers_pay: NO
preferred_dialing_method: 10-10
choose_via_balloting: NO
allocate_no_ballots: NO
would_like_choice: DO NOT CARE
Realname: norm groux
Email: ngroux@home.com
Subject: 411

Message: never use directory assistance. I am extremely tired of this game of itemizing the phone bill. I called the phone co. for an explanation of the charges and the person knew what only half of them were. We definitely do not need any more charges on the phone bill. This is a case of obfuscation by complete disclosure.

Below is the result of your feedback form. It was submitted by
() on Monday, May 15, 2000 at 20:48:22

should_consumers_pay: NO
preferred_dialing_method: 10-10
choose_via_balloting: YES
allocate_no_ballots: NO
would_like_choice: YES
Realname: Evan Runner
Email: evanr@groupmail.com
Subject: 411

Message: Whatever costs me the least gets my vote!

Below is the result of your feedback form. It was submitted by
() on Thursday, May 11, 2000 at 19:18:12

should_consumers_pay: NO
preferred_dialing_method: 10-10
choose_via_balloting: YES
allocate_no_ballots: NO
would_like_choice: YES
Realname: RAYMOND B. LEACH
Email: Raymondleach@yahoo.com
Subject: 411

Message: WHATEVER IS DONE, DO NOT ADD ANY MORE ADDITIONAL CHARGES TO THE CONSUMERS TELEPHONE BILL!!!! THERE ARE ALREADY WAY TOO MANY...TO THE POINT OF BEING ABUSIVE. (NEXT TIME YOU GET A PHONE BILL, JUST LOOK AT THE LIST....EVERY AGENCY IN THE WORLD HAS "THEIR HAND OUT"....AND IN YOUR POCKET!!) THIS IS DISGUSTING!!!!

Below is the result of your feedback form. It was submitted by
() on Saturday, May 13, 2000 at 09:40:31

should_consumers_pay: NO
preferred_dialing_method: 10-10
choose_via_balloting: NO
allocate_no_ballots: NO
would_like_choice: YES
Realname: Leigh Paquin
Email: paquin@megsinet.net
Subject: 411

Message: I don't use 411 services and I don't want to pay for something that I don't use.
If a ballot is used, one of the choices must be to have NO directory assistance provider.
Households that do not return the ballot would not have directory assistance until they subscribed.

Below is the result of your feedback form. It was submitted by
() on Monday, May 15, 2000 at 10:27:12

should_consumers_pay: NO
choose_via_balloting: NO
allocate_no_ballots: NO
would_like_choice: YES
Realname: Salli
Email: sjstar@webtv.net
Subject: 411

Home Page: **Error! Bookmark not defined.**

Message: To whom it may concern,

It is in my opinion that this is an important issue which would effect many people. It is in my opinion that there should be more information provided to the people of which it could effect. Also, it would be beneficial in conducting a poll such as this if there were an option that allowed the pollee to answer with an "unsure at this time" reply so to have more polles that are complete and viable for stats. evaluations.

Thank you,
Salli~Sj~

Below is the result of your feedback form. It was submitted by
() on Tuesday, May 9, 2000 at 14:37:51

should_consumers_pay: NO
preferred_dialing_method: 411
choose_via_balloting: NO
allocate_no_ballots: NO
would_like_choice: NO
Email: hpaul9000@aol.com
Subject: 411

Message: Every time something like this is approached, the "consumer" ends up with additional charges that they "have" to incur. I am fed up with these "hidden" charges that creep onto phone bills.

Below is the result of your feedback form. It was submitted by
() on Wednesday, May 10, 2000 at 22:42:58

should_consumers_pay: NO
preferred_dialing_method: DO NOT CARE
choose_via_balloting: DO NOT CARE
allocate_no_ballots: DO NOT CARE
would_like_choice: DO NOT CARE
Realname: R Berk
Email: v461@webtv.net
Subject: 411

Message: Leave it alone. Every time something is opened to "competition", it ends up costing the infrequent user, as I am, more. Why should I pay for someone who makes lots of calls or is too lazy to look up the number?

Below is the result of your feedback form. It was submitted by
() on Thursday, May 11, 2000 at 17:32:16

should_consumers_pay: NO
preferred_dialing_method: 411
choose_via_balloting: NO
allocate_no_ballots: YES
would_like_choice: NO
Realname: Scot Campbell
Email: SVCampbell@bluelight.com
Subject: 411

Message: Deregulation has messed up everything from the airlines to Ma Bell. In some cases, such as this, it may be best to have regulation. They regulate other other things that perhaps should not be, so why not keep such things as this easier for the consumer. They should think about deregulating other things instead.

X-From_: sendmail Mon May 15 19:46:24 2000
Date: Mon, 15 May 2000 19:46:20 -0400
To: feedback@1010phonerates.com
From: ()
Subject: WWW Form Submission

Below is the result of your feedback form. It was submitted by
() on Monday, May 15, 2000 at 19:46:18

should_consumers_pay: NO

preferred_dialing_method: 411

choose_via_balloting: YES

allocate_no_ballots: NO

would_like_choice: YES

Realname: Stanley Cline

Email: sc1@roamer1.org

Subject: 411

Home Page: <http://www.roamer1.org/>

Message: I'd like to see more competition in the DA space --
IF the FCC cleans up the market somewhat. In
particular...

The FCC needs to set minimum data quality standards
and mandate equal, fair access to local phone
company databases for DA providers. Most major
long distance carriers contract out their
directory assistance to companies other than the
local phone companies; these third-party companies
usually have wildly inaccurate information in their
databases, as they get their data from sources
such as phone books or direct marketing lists,
rather than directly from local phone companies.
This results in frequently paying \$1 or more to be
told there is no published listing (when in fact
there is), or being given an old, wrong number.

For instance, when I call BellSouth directory
assistance (I live in Atlanta) to get my own
number, I am (correctly) told my number is

PRINTED FOR RICHARD SAYERS ~rsayers@1010phonerates.com~

5/15/00

nonpublished -- but if I call directory assistance using AT&T, MCI, Sprint, or most local cellular companies, I am given a listed number I had months ago. (One local cellular carrier uses a third-party directory assistance firm who appears to directly access BellSouth's database; they correctly told me my number was nonpublished.) My old number has *already been assigned to someone else*, yet all but BellSouth and the one cellular company whose directory assistance uses BellSouth listings give it out as MY CURRENT number! :(

Further, most LD carriers route calls to NPA-555-1212 to these third-party outfits without any warning or notice -- people think they are talking to a local phone company in the area (for instance, BellSouth for the Atlanta area) -- what one always reached until a year or two ago -- yet they aren't! LD providers that do this should be required to disclose their customers that they do this, and allow "dialing around" to the local phone company if a customer so desires.

If the FCC doesn't do all this, they should require that there be an easy way to reach "genuine" local phone company DA (and that includes the ability to choose the local phone company as the default DA provider, and keeping the local telco the default for those who don't want to switch.)

-Stanley

HTTP_USER_AGENT: [REDACTED]

X-From_: sendmail Sun May 14 12:49:06 2000
Date: Sun, 14 May 2000 12:46:00 -0400
From: arlene lehew <alehew@mindspring.com>
X-Mailer: Mozilla 4.51 [en] (Win98; I)
X-Accept-Language: en
To: comments@1010phonerates.com
Subject: 411 rates

I feellll charging everyone for this is ridiculous since I never use 411
anyhow. I use the web or hard copy phone book. I will fight it.

No to "Should consumers pay."

X-From_: sendmail Sat May 13 17:47:15 2000
Date: Sat, 13 May 2000 16:49:36 -0600
From: Charles Irvin Frisinger <charfris@chibardun.net>
Reply-To: charfris@chibardun.net
X-Mailer: Mozilla 4.51 (Macintosh; I; PPC)
X-Accept-Language: en
To: comments@1010phonerates.com
Subject: 411

Please pass on to the FCC:

Keep the 411 as is because the deregulation of all the rest of the "system" has really made a mess of things.

Charles Irvin Frisinger
Luck, Wisconsin

No to "Would like choice"

Below is the result of your feedback form. It was submitted by
() on Monday, May 22, 2000 at 17:02:41

should_consumers_pay: NO
preferred_dialing_method: 10-10
choose_via_balloting: YES
allocate_no_ballots: NO
would_like_choice: YES
Realname: Diane Laurendeau
Email: arica@worldspy.net
Subject: 411

Below is the result of your feedback form. It was submitted by
() on Monday, May 22, 2000 at 18:09:54

should_consumers_pay: YES
preferred_dialing_method: 411
choose_via_balloting: NO
allocate_no_ballots: NO
would_like_choice: YES
Realname: D. L. Woolverton
Email: retiredcap@earthlink.net
Subject: 411

Below is the result of your feedback form. It was submitted by
() on Monday, May 22, 2000 at 21:40:05

should_consumers_pay: NO
preferred_dialing_method: 10-10
choose_via_balloting: DO NOT CARE
allocate_no_ballots: NO
would_like_choice: YES
Realname: Elbert Lancaster
Email: eglan69@cs.com
Subject: 411
