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ATTORNEYS AT LAW

June 16, 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:

The attached letter was hand delivered to Lorraine Miller today.

In accordance with the rules, a copy of this letter and the attachment are being filed electronically in the above-captioned dockets.

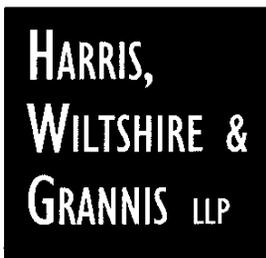
Sincerely,

A handwritten signature in black ink, appearing to read "John T. Nakahata".

John T. Nakahata

Counsel to the Coalition for Affordable Local and
Long Distance Service

JTN/cbh



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ATTORNEYS AT LAW

June 16, 2000

EX PARTE - Via Electronic Filing

Ms. Lorraine Miller
Chief, Consumer Information Bureau
Federal Communications Commission
445 12th Street, NW
Washington, DC 20554

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

Dear Ms. Miller:

I am writing to give you an update regarding the efforts that CALLS member incumbent LECs plan to undertake to help inform consumers and answer questions about the upcoming changes on consumer bills as a result of the Commission's May 31, 2000 order reforming universal service and interstate access charges. Each of the incumbent LEC members of CALLS is fully committed to making sure that their customers understand the changes that will be coming and how they will benefit from these changes.

Each of the companies will be notifying its customers of the changes in their bills with explanatory messages that will be a part of the customer's bill. It is our experience that messages on the bill itself are the most effective means of communicating bill information to the customer, and that short messages are more likely to be read than longer messages. Companies rendering bills in languages and formats other than English will translate these messages into those other languages and formats.

In addition, each of the companies will have a toll-free telephone number for customer inquiries printed on the bill. The customer service representatives at these numbers will be trained to answer questions specifically related to the changes in access charges and universal service support.

Consistent with their commitments, CALLS members are also continuing to work to develop other means of educating consumers. We look forward to continuing to work with you to empower consumers to make informed choices in the communications marketplace.

Sincerely,

A handwritten signature in black ink, appearing to read "John T. Nakahata", written in a cursive style.

Counsel to the Coalition for Affordable
Local and Long Distance Service (CALLS)

JTN/cbh