

ORIGINAL

From: <dave.scott@polycom.com>
To: <lсенecal@fcc.gov>
Date: 2/8/02 2:26PM
Subject: ~~GD-01-248~~ CS 00-185

EX PARTE OR LATE FILED

Linda,
Thank you for the time this morning. Here are my events.

I got basic cable TV when I first moved into my house about three years ago. About a year and a half later I got my telephone kit. About 6 months after that, I got the High Speed cable. I was never told that I was getting a discount or that I could get a "bundle" or that a bundle was available. There is no line item on my bill that states that I am receiving a discount because of bundled services.

About November of 2001 I received notice that AT&T was raising rates on my cable TV service. They were raising it from 39.00 to 49.00. The information they sent suggested that I look into the digital cable service. I called AT&T and asked about it. They advised me it would be cheaper than analog and that they were removing analog cable anyway so I had no choice. I did not like this. I called again a few days later and got the same answer. I talked to a total of 5 different people and was advised by all of them that 1. Analog cable was going away. 2. It was required that a technician enter my house to install the digital cable.

Now I take offense to both of those. I do not and will not have a contractor for any company enter my house. If I can not do it, it does not happen. I am an engineer and a country boy and I am former Navy. There is VERY LITTLE I can not do. Installing a digital converter is not a problem. I digress.

The point is after all of this run around by AT&T, I got a digital satellite system. I installed it in about two hours and activated it. Works great and is much cheaper than what AT&T wants for cable service.

I called AT&T to cancel my bill. Gave all of my information, and after the operator asked why I was canceling my service, I related this story. She took it all down. Then she advised me they were raising my High speed internet rates by 10.00 per month. I asked why, she stated that I was receiving a bundled discount and that I no longer qualified for it. I asked her what did she mean, as I was never presented anything about a discount. She stated I signed up during a period where they were offering a discount and I have to be.

My point is this. They continue to raise rates at will. There is no other answer for AT&T high speed internet where I live. I can not get DSL. They have no care or concern for the public as a customer. The FCC has cut them lose. They charge the customer the fees that they pay to the government instead of isolating us, the customer and the fees are a part of business expenses. I can not write those fees off, as I do not own a business.

Please let me know if this will help impact them in any way.

David Scott

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<<Scott, Dave.vcf>>

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