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September 17, 2002

Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW,  
Washington D.C. 20554

**Re: *Review of Policies and Rules Concerning Unauthorized Changes of Consumers' Long Distance Carriers, CC Docket No. 00-257 and CC Docket No. 94-129.***

Dear Ms. Dortch:

On May 29, 2002, the Consumer & Government Affairs Bureau granted Sprint a waiver of the 30-day notice consumer period prescribed by 47 CFR §64.1120(e)(3) to permit Sprint to begin providing local and long distance service to the customers of Gourmet Express, Inc. d/b/a One Source Teleservices. Although Sprint had been directed by a Bankruptcy Court judge to begin providing such services to One Source's customers, absent such waiver One Source's customers would have lost both their local and long distance service.

The Bureau's *Waiver Order* (DA 02-1271) required that Sprint notify customers of the switch and so certify to the Commission. On June 7, 2002, Sprint sent a letter to Margaret Egler, Deputy Chief of the Consumer & Government Affairs Bureau, providing copies of the letters that Sprint had sent to One Source's customers. Copies of this letter were also sent to Michelle Walters and Nancy Stevenson, also with the Consumer & Government Affairs Bureau, that same day.

Unfortunately, it appears that Sprint did not file the letter in the above-referenced dockets. Sprint is, therefore, correcting its inadvertent mistake by filing its June 7, 2002 letter with the Secretary's Office with a request that the filing be placed in the above-referenced dockets.

If you have any questions, please contact me.

Respectfully submitted,

c: M. Egler  
M. Walters  
N. Stevenson



June 7, 2002

401 9th Street, NW  
Suite 400  
Washington, DC 20004

Margaret Egler, Deputy Chief  
Consumer & Governmental Affairs Bureau  
Federal Communications Commission  
Washington, DC 20554

Re: Sprint Corp. Petition for Waiver

Dear Ms. Egler:

On May 24, 2002, Sprint Corp. filed a petition for waiver of Section 64.1120(e) of the Commission's Rules in order to allow Sprint's operating subsidiaries to begin providing local and long distance service to the customers of a competitive local exchange carrier, Gourmet Express, Inc., dba One Source Teleservices (One Source). Sprint had been directed by a Bankruptcy Court judge to begin providing service to these customers in order to minimize any service disruptions.

On May 29, 2002, the Bureau granted Sprint's petition (DA 02-1271). Grant of Sprint's petition was "conditioned upon Sprint's provision of customer notification and certification to the Commission that complies with all requirements of section 64.1120(e) except the 30-day periods waived herein."

Sprint has sent by certified mail a letter to affected customers notifying them of the switch to Sprint. A copy of the letter (one to residential customers, the other to business customers) is attached for your review. The residential mailing was completed on June 5, 2002, and the business mailing is scheduled to be completed today.

Thank you for your assistance in this matter. If you have any questions, please feel free to contact me at (202) 585-1915.

Sincerely,

A handwritten signature in cursive script that reads "Norina Moy".

Norina Moy  
Director, Federal Regulatory  
Policy and Coordination

c: M. Walters, FCC  
N. Stevenson, FCC

## IMPORTANT NOTICE

### NOTICE TO One Source CUSTOMERS REGARDING TRANSFER OF TELEPHONE SERVICES FROM One Source TO SPRINT

\_\_\_\_\_, 2002  
[End User Name]  
[Street Address]  
[City, State, Zip]

Re: [End User's NPA NXX-XXXX]

[Salutation]

Until very recently, Gourmet Express, Inc. dba One Source (One Source) had been providing your local telephone service (dial tone) and your long distance service (1+ dialing and intraLATA). As you may be aware, One Source filed for bankruptcy on February 5, 2002. Since One Source can no longer provide these services, your account will be transitioned in the following manner.

#### **For Your Local Service**

Customers who formerly received local telephone service from One Source began receiving local telephone service from Sprint on May 23, 2002. The Court Appointed Bankruptcy Trustee for One Source and Sprint agreed to this change in order to minimize service interruptions. The rates, terms and conditions for these services are contained in Sprint's General Customer Services Tariff on file with the Nevada Public Utilities Commission. Sprint will not charge you to transfer your local service from One Source to Sprint. You have the right to choose the company that provides your local service, and as a result, you may also be contacted by other local service providers in your area soliciting you.

Please complete and return the enclosed form, entitled: *Change in Local Service Provider*. The information will be used to establish your account and will be treated as proprietary. This form must be returned within (30) days of the date of this notice. Failure to submit the *Change in Local Service Provider* form or failure to contact our Business Office will result in the disconnection of your service. The form may be faxed to 1 800-473-2017 or mailed to: Sprint ACS, P. O. Box 7086, London, KY 40743.

#### **For Your Long Distance Services**

Customers who formerly received long distance telephone services from One Source will begin receiving long distance services from Sprint. One Source and Sprint have agreed to this change in order to minimize interruptions in your long distance telephone services. You also have the right to choose the company that provides your long distance services. If you had previously designated another Long Distance Provider other than One Source, that Long Distance Provider will not be changed. If you previously had requested a primary interexchange carrier (PIC) freeze on your account,

it will no longer be valid. If you wish to have a PIC freeze on your account, you must contact Sprint or your new local service provider.

**Residential Customers** were placed on Sprint's Simple 7 Plan, which is 7 cents per minute anytime anywhere and there is a Monthly charge of \$4.00 per month for this plan. If you would like to sign up for a different residential plan, please contact Sprint at 800-877-7077, as soon as possible.

If you have any questions or concerns regarding service provided by One Source, please address them directly with One Source. One Source can be reached at 702-315-1000. If you have any questions regarding transfer of telephone services to Sprint, please feel free to contact us at Sprint's toll-free customer service number, 1-800-877-7077.

Thank you very much for your cooperation in this matter.

Jack K. Burge  
Regional Director Wholesale Markets-West

## IMPORTANT NOTICE

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#### **For Your Local Service**

Customers who formerly received local telephone service from One Source began receiving local telephone service from Sprint on May 23, 2002. The Court Appointed Bankruptcy Trustee for One Source and Sprint agreed to this change in order to minimize service interruptions. The rates, terms and conditions for these services are contained in Sprint's General Customer Services Tariff on file with the Nevada Public Utilities Commission. Sprint will not charge you to transfer your local service from One Source to Sprint. You will be contacted soon by a Sprint representative to discuss your account(s). You have the right to choose the company that provides your local service and as a result you may also be contacted by other local service providers in your area soliciting you. Failure to convert your local telephone service to Sprint or another provider of choice within (30) days from the date of this notice will result in disconnection of service.

#### **For Your Long Distance Services**

Customers who formerly received long distance telephone services from One Source will begin receiving long distance services from Sprint. One Source and Sprint have agreed to this change in order to minimize interruptions in your long distance telephone services. You also have the right to choose the company that provides your long distance services. If you had previously designated another Long Distance Provider other than One Source, that Long Distance Provider will not be changed. If you previously had requested a primary interexchange carrier (PIC) freeze on your account(s), it will no longer be valid. If you wish to have a PIC freeze on your account(s), you must contact Sprint or your new local service provider.

**Business Customers** were placed on Sprint's \$25 All Calls All Day Plan. This calling plan entitles the customer to receive the rate of 6.7 cents per minute for interstate calls and 8.5 cents per minute on intrastate calls. There is a minimum of \$25 in long distance usage per month required. If the customer does not make \$25 in long distance charges in a month, the customer will be billed a monthly fee of \$12. If the business customer would like to have a different Sprint long distance calling plan, please contact Sprint at 702-244-6974.

If you have any questions or concerns regarding service provided by One Source, please address them directly with One Source. One Source can be reached at 702-315-1000. If you have any questions regarding transfer of telephone services to Sprint, please feel free to contact us at Sprint's toll-free customer service number, 1-800-877-7077.

Thank you very much for your cooperation in this matter.

Jack K. Burge  
Regional Director Wholesale Markets-West