

EX PARTE OR LATE FILED

98-170

From: Nicole Warfield
To: Mike Powell
Date: 3/5/03 11 48PM
Subject: FCC should do more re wireless

Nicole Warfield
P O Box55451
Indianapolis IN 46220

ORIGINAL

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MAR 21 2003

Federal Communications Commission
Office of the Secretary

March 5,2003

Federal Communications Commission Chair Michael K. Powell
445 12th St SW
Rm 8-A204
Washington, DC 20554

Dear Chair Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service.

The FCC needs to:

- Set service and billing standards, or let states set their own standards. I want an accurate and understandable bill. Get rid of the fine print and 'gotcha' clauses in cell phone contracts.
- Help me compare offers when I'm shopping for service by requiring standard, plain language disclosures of prices and terms in an easy to use format, similar to nutrition labels on food or the required disclosures on credit card offers.
- Require carriers to provide useful coverage maps, or disclose in some manner "dead zones" that consumers are likely to encounter in their local calling area.
- Ensure I have real choice by enforcing the number portability deadline of November 2003, so I can keep my phone number if I change carriers
- Require carriers to grant new customers a reasonable trial period, allowing them to return the phone and cancel a service contract, without penalty, if they wish.
- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)
- Limit the equipment options that carriers lock the consumer out of for reason of generating more revenue by forcing the consumer to use a certain type of service I am a Cingular customer that purchased one of the newest GSM Motorola phones. After more than two-weeks of frustration, not

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getting clear cut answers from Cingular, I found that my phone has options that are locked from me. One feature that is locked does not give me an option on how I want to connect to services offered by Cingular. I am forced to utilize the more expensive option in my home area as I can not choose between the more expensive option or the least expensive option. The price difference is \$3.00 and possibly more depending on my usage. That equals to a minimum of an extra \$36.00 in revenue to Cingular. **Add** this up to every customer and you can see the potential revenue Cingular stands to gain because they are forcing the customer's hand. I think this is greatly unfair and unethical as Cingular does not disclose this information. Thank you for your consideration.

Sincerely

Nicole Warfield

98-170

From: Lou Ann Bensinger
To: Mike Powell
Date: 3/5/03 10:44PM
Subject: FCC should do more re: wireless

EX PARTE OR LATE FILED

Lou Ann Bensinger
2577 N. Jefferson Rd.
Midland,, MI 48642

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MAR 21 2003

Federal Communications Commission
Office of the Secretary

March 5, 2003

Federal Communications Commission Chair Michael K. Powell
445 12th St SW
Rm 8-A204
Washington, DC 20554

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Thank you for your consideration

Sincerely

Lou Ann Bensinger

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98-170

From: Mary Louise White
To: Mike Powell
Date: 3/5/03 4 40PM
Subject: FCC should do more re wireless

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MAR 21 2003

Federal Communications Commission
Office of the Secretary

Mary Louise White
617 Locust Road
Wilmette, IL 60201

March 5, 2003

Federal Communications Commission Chair Michael K. Powell
445 12th St SW
Rm 8-A204
Washington, DC 20554

Dear Chair Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should **do** more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service.

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Thank you for your consideration

Sincerely

Mary Louise White

98-170

From: Awilda Cruz
To: Mike Powell
Date: 3/4/03 10:09AM
Subject: FCC should do more re wireless

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Awilda Cruz
92 Crisfield Street #4
Yonkers. NY 10710

MAR 21 2003

Federal Communications Commission
Office of the Secretary

March 4, 2003

Federal Communications Commission Chair Michael K. Powell
445 12th St SW
Rm 8-A204
Washington, DC 20554

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Thank you for your consideration.

Sincerely,

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Awilda Cruz

98 170

From: Toni Rabin
To: Mike Powell
Date: 3/4/03 10:07AM
Subject: FCC should do more re: wireless

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M4P 2 ! 2003

Federal Communications Commission
Office of the Secretary

Toni Rabin
30 Highridge Road
New Rochelle, NY 10804

March 4, 2003

Federal Communications Commission Chair Michael K. Powell
445 12th St SW
Rm 8-A204
Washington, DC 20554

Dear Chair Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service.

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Thank you for your consideration.

Sincerely,

Toni **Rabin**

98-170

From: Linda Nguyen
To: Mike Powell
Date: 3/3/03 11 14PM
Subject: FCC should do more re wireless

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MAR 21 2003

Federal Communications Commission
Office of the Secretary

Linda Nguyen
310 N Thayer Street T-1
Ann Arbor, MI 48104

March 3, 2003

Federal Communications Commission Chair Michael K. Powell
445 12th St SW
Rm 8-A204
Washington, DC 20554

Dear Chair Powell:

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Thank you for your consideration.

Sincerely,

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Linda Nguyen

EX PARTE OR LATE FILED

98-170

From: Ron Johnson
To: Mike Powell
Date: 3/4/03 10:21AM
Subject: FCC should do more re. wireless

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MAR 21 2003

Federal Communications Commission
Office of the Secretary

Ron Johnson
11441 N IH 35 #18104
Austin, TX 78753-2973

March 4, 2003

Federal Communications Commission Chair Michael K. Powell
445 12th St SW
Rm 8-A204
Washington, DC 20554

Dear Chair Powell.

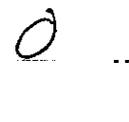
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Thank you for your consideration

Sincerely,



Ron Johnson

From: Richard Crespin
To: Mike Powell
Date: 3/4/03 11:47PM
Subject: FCC should do more re: wireless

EX PARTE OR LATE FILED

Richard Crespin
1450 Oak Meadows Dr #10
TAYLORSVILLE, UT 84123

March 4, 2003

Federal Communications Commission Chair Michael K. Powell
445 12th St SW
Rm 8-A204
Washington, DC 20554

Dear Chair Powell:

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Richard Crespin