

ORIGINAL 98-170

**From:** Bill Nusbaum  
**To:** Mike Powell  
**Date:** Mon. Mar 10, 2003 4:56 PM  
**Subject:** FCC should do more re: wireless

EX PARTE OR LATE FILED

RECEIVED

MAR 18 2003

Federal Communications Commission  
Office of the Secretary

Bill Nusbaum  
576 Dewey Blvd.  
San Francisco, CA 94116

March 10, 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.)

Thank you for your consideration

Sincerely,

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Bill Nusbaum

ORIGINAL

98-170

EX PART

DATE FILED

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**From:** Niki Pestel  
**To:** Mike Powell  
**Date:** Thu, Mar 13, 2003 11:12 AM  
**Subject:** FCC should do more re wireless

MAR 18 2003

Federal Communications Commission  
Office of the Secretary

Niki Pestel  
974 Kahena st  
Honolulu, HI 96825-1077

March 13, 2003

Chair Michael Powell  
445 12th St SW  
Rm 8-AZO4  
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.
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Thank you for your consideration.

Sincerely,

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Niki Pestel

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MAR 18 2003

ORIGINAL

**From:** Kenneth Hanft  
**To:** Mike Powell  
**Date:** Thu, Mar 13, 2003 4:25 PM  
**Subject:** FCC should do more re: wireless/ cell phones while driving.

Federal Communications Commission  
Office of the Secretary

98-170

Kenneth Hanft  
1028 Richard St.  
Jacksonville, AR 72076

March 13, 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:

- Enact rules to make the use of cell phones while driving a vehicle illegal.
- 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
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Thank you for your consideration.

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Sincerely,

Kenneth L Hanft

ORIGINAL 98r17C  
EX PARTE OR LATE FILE RECEIVED

**From:** Cindy Smith  
**To:** Mike Powell  
**Date:** Mon. Mar 10, 2003 5:00 PM  
**Subject:** FCC should do more re. wireless

MAR 18 2003

Federal Communications Commission  
Office of the Secretary

Cindy Smith  
5834 Shawnee Road  
Sanborn. NY 14132

March 10, 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.
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Thank you for your consideration.

Sincerely,

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Cindy Smith

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**MAR 18 2003**

**Federal Communications Commission  
Office of the Secretary**

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98-170

MAR 18 2003

Federal Communications Commission  
Office of the Secretary

**From:** Valerie Camacho  
**To:** Mike Powell  
**Date:** Mon, Mar 10, 2003 9:34 PM  
**Subject:** FCC should do more re: wireless

Valerie Camacho  
319 Claydelle Ave. Apt D  
El Cajon, CA 92020

March 10, 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.
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Thank you for your consideration.

Sincerely,

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1

Valerie Camacho

98-17C

ORIGINAL RECEIVED  
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**From:** Robert Cooper  
**To:** Mike Powell  
**Date:** Tue, Mar 11, 2003 10:53 AM  
**Subject:** FCC should do more re: wireless

MAR 18 2003

Federal Communications Commission  
Office of the Secretary

Robert Cooper  
170 Crossways Park Drive  
Woodbury, NY 11797

March 11, 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.
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Thank you for your consideration

Sincerely,

---

Robert Cooper

98-170

EX PARTE OR LATE FILED RECEIVED

**From:** JOSEPH A SCHLEGEL  
**To:** Mike Powell  
**Date:** Tue, Mar 11, 2003 3 29 PM  
**Subject:** FCC should do more re home phones, as well as wireless

ORIGINAL

MAR 18 2003

Federal Communications Commission  
Office of the Secretary

JOSEPH A SCHLEGEL  
655 A, NORTH MAIN STREET  
SWAQUINSBORO. GA 30401

March 11, 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 NOT ALLOW MORE FEES AND TAXES THAT ARE OUTSIDE OF IT'S AUTHORITY. AS SUCH.....

TAXES ARE ONLY APPROVED BY CONGRESS NOT THE FCC, WHICH CONGRESS HAS SAID IS A REGULATORY COMMISSION, NOTHING MORE!

THE FCC NEEDS TO do more to improve the services provided by wireless AND REGULAR HOME BASED phone companies.

Left on its own, the industry has PASSED ON ALL THEIR EXTRA BUSINESS EXPENSES TO THE CUSTOMERS, WHILE not provided an acceptable level of service OR WRITTEN MATERIALS.

The FCC needs to:

- Set service and billing standards FOR ALL STATES, or DEMAND THAT ALL States set the standards THAT WILL SAVE FAMILYS, SENIORS, AND DISABLEDD AMERICANS TIME AND MONEY.

I want an accurate and understandable Bill FROM THE U.S. CONGRESS; THAT WILL MANDATE TO THE FCC THAT THE FCC WILL MONITOR AND MAKE ALL PHONE COMPANIES CLEARLY EXPLAIN THIER BILLING PROCESSES AND DEMAND THAT ALL PHONE / CELL BUSINESSES ARE NOT ALLOWED TO "PASS ON THEIR USUAL - NORMAL BUSINESS EXPENSES" TO THE AMERICAN PUBLIC.

PHONE COMPANIES SHOULD NOT BE ALLOWED TO CHARGE LATE FEES AND OTHER FEES THAT ARE NOT IN THE AREAS OF THIER BUSINESS. [ THEY ARE NOT BANKS ]

THE PUBLIC PAYS FOR THE "NORMAL USERS FEES" THEY SHOULD NOT PAY ANY MORE.

Get rid of the fine print and 'gotcha' clauses in REGULAR AND Cell Phone contracts.

THE FCC NEEDS TO DO THEIR JOB AND MAKE SURE THEY Help Me AND THE AMERICAN PUBLIC IN PROPERLY AND IN A TIMELY MANOR ASSURING THAT THEY AND WE CAN

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compare offers when I'm shopping for THE BEST service; by requiring standard, plain ENGLISH language AND disclosures of prices and terms in an easy to READ AND UNDERSTANDABLE / use format,

THE FCC MUST BE MADE TO REQUIRE "LABELING" THAT IS similar to nutrition labels on food or the required disclosures [ ALBEIT TO SMALL TO READ AND CLEAR TO DIFFICULT TO UNDERSTAND IN THE LEGAL LANGUAGE ] THAT IS on credit card offers.

- Require carriers to provide useful AND PLAINLY UNDERSTOOD coverage maps,

- or FULL disclose in some manner OF "dead zones" that consumers are likely to encounter in their local OR LONG DISTANCE calling area.

- Ensure THAT I; AS A BASIC CONSUMER, have real choices for all my PHONE SERVICES, by enforcing the REQUIREMENTS SUCH AS "number portability" deadlines, OR THOSE OF November 2003, so I can keep my phone number if I change carriers.

WE WILL RUN OUT OF NUMBERS. EVENTUALLY.

- Require ALL PHONE carriers to grant new customers a reasonable trial period, [ NOT 1 YEAR ] AND allow them to return the phone and cancel a service contract, without penalty, if they wish.

THIS IS A FUNDING SCAM FOR ALL CORPORATE GROUPS THAT USE THIS FORMAT IN THE CELL PHONE THE INTERNET, DSL AND OTHER HOME PHONE SERVICES AND CONNECTIONS.. ...

- Expand options for 911 CELL PHONE use by requiring ALL phones AND ALL SERVERS 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.)

STOP ALLOWING THE SUBTLE TAXES / CHARGES FOR 911 AND IN OTHER RURAL TYPE SETTINGS; SINCE ALL CONSUMERS PAY LOCAL, STATE AND FEDERAL TAXES ALREADY; THAT ARE SUPPOSED TO SUPPORT AND PAY FOR THESE LIFE AND DEATH SERVICES.

STOP TAXING THE AMERICAN PUBLIC TO DEATH!

THE AMERICAN PUBLIC CAN NOT AFFORD THESE SUBTLE TAXES, FEES AND SURCHARGES AND ANY OTHER CHARGES; ANY LONGER...

ESPECIALLY THE AMERICAN DISABLED; SENIOR CITIZENS AND OTHER FIXED INCOME CONSUMERS,

Thank you for your consideration

Sincerely,

JOSEPH A. SCHLEGEL

98-170

RECEIVED

**From:** Niki Pestel  
**To:** Mike Powell  
**Date:** Thu, Mar 13, 2003 1 07 AM  
**Subject:** FCC should do more re wireless

EX PARTE OR LATE FILED

MAR 18 2003

Federal Communications Commission  
Office of the Secretary

Niki Pestel  
974 Kahena st  
Honolulu, HI 96825-1077

March 13, 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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Niki Pestel

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98-170

EX PARTE OR LATE FILED RECEIVED

**From:** Alison Johnson  
**To:** Mike Powell  
**Date:** Tue, Mar 11, 2003 4:07 PM  
**Subject:** FCC should do more re wireless

MAR 18 2003

Federal Communications Commission  
Office of the Secretary

Alison Johnson  
250 Old Churchville Rd.  
Staunton, VA 24401

March 11, 2003

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

Dear Chair Powell:

Could you tell me where Enhanced 911 funds have been going over the past several years that cellular carriers have paid?

Sincerely,

Ali Johnson

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