

EX PARTE OR LATE FILED

98-170

From: David Lawhon  
To: Mike Powell  
Date: Tue, Apr 22, 2003 7:44 PM  
Subject: FCC should do more re: wireless

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APR 29 2003

Federal Communications Commission  
Office of the Secretary

David Lawhon  
4211 Lafayette St., Apt. 635  
Dallas, TX 75204-4496

April 22, 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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David Lawhon

EX PARTE OR LATE FILED

98-170

**From:** Jerry Wilson  
**To:** Mike Powell  
**Date:** Sat, Apr 19, 2003 2:27 AM  
**Subject:** FCC should do more re: wireless

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APR 29 2003

Federal Communications Commission  
Office of the Secretary

Jerry Wilson  
820 First st  
Scotland, SD 57059

April 19, 2003

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

ORIGINAL

Dear Chair Powell:

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Sincerely,

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Jerry Wilson

**From:** Julia McGinn  
**To:** Mike Powell  
**Date:** Sat, Apr 19, 2003 10:19 AM  
**Subject:** FCC should do more re: wireless

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98-170

Julia McGinn  
8508 16th St, #T2  
Silver Spring, MD 20910

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APR 29 2003

Federal Communications Commission  
Office of the Secretary

April 19, 2003

Federal Communications Commission Chair Michael K. Powell  
445 12th St SW  
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Julia McGinn

EX PARTE OR LATE FILED

98-170

**From:** Gerald Adair  
**To:** Mike Powell  
**Date:** Tue, Apr 22, 2003 1:34 AM  
**Subject:** FCC should do more re: wireless

Gerald Adair  
17302 Rustington Drive  
Spring, TX 77379

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April 22, 2003

APR 29 2003

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

Federal Communications Commission  
Office of the Secretary

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Gerald Adair

EX PARTE OR LATE FILED

**From:** Steve Faribault  
**To:** Mike Powell  
**Date:** Tue, Apr 22, 2003 2:54 PM  
**Subject:** FCC should do more re: wireless

98-170

Steve Faribault  
424 Green Valley Terr SE  
Cedar Rapids, IA 52403

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APR 29 2003

Federal Communications Commission  
Office of the Secretary

April 22, 2003

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

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Steve Faribault

EX PARTE OR LATE FILED <sup>98-170</sup>

**From:** Brad Harber  
**To:** Mike Powell  
**Date:** Wed, Apr 16, 2003 11:48 PM  
**Subject:** FCC should do more re: wireless

Brad Harber  
 2805 Coral Drive  
 Hobart, IN 46342

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 APR 29 2003

Federal Communications Commission  
 Office of the Secretary

April 16, 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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Brad Harber

EX PARTE OR LATE FILED

98-170

**From:** Nicole Mark  
**To:** Mike Powell  
**Date:** Fri, Apr 18, 2003 1:14 AM  
**Subject:** FCC should do more re: wireless

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APR 29 2003

Federal Communications Commission  
Office of the Secretary

Nicole Mark  
1026 N Calvert Street Apt TF  
Baltimore, MD 21202

April 18, 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:

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Nicole L. Mark

EX PARTE OR LATE FILED 08-170

**From:** Chalmer Labig  
**To:** Mike Powell  
**Date:** Tue, Apr 22, 2003 3:21 PM  
**Subject:** FCC should do more re: wireless

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APR 29 2003

Federal Communications Commission  
Office of the Secretary

Chalmer Labig  
129 E. 26th St.  
tulsa, OK 74114

April 22, 2003

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

Dear Chair Powell:

I believe the Federal Communications Commission (FCC) should listen to consumer complaints without asking for \$165 to listen to any complaint. I have one against Sprint PCS. Over the phone when I first attempted to cancel my service after a year of shoddy service, they promised me rates for less money than they charged and more minutes than they provided. When I cancelled after receiving my first bill they failed to credit me for return of phone and cover, and charged a \$300 cancellation fee. Great! they don't have to abide by their word. Then your agency wants \$165 to handle this complaint. Some government regulatory agency for the people! You should mandate that cell phone companies do the following: - 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. Time period should be at least until a couple of weeks after they receive their first bill.

Thank you for your consideration.

Sincerely,

Chalmer Labig

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