

**From:** Barbara Arche  
**To:** Mike Powell  
**Date:** Thu, Apr 24, 2003 7:54 PM  
**Subject:** FCC should do more re: wireless

EX PARTE OR LATE FILED

98-170

Barbara Arche  
 11138 crescent bay blvd.  
 clermont, FL 34711-9333

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MAY - 5 2003

April 24, 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

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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Barbara J. Arche

**From:** Eric Esch  
**To:** Mike Powell  
**Date:** Fri, Apr 25, 2003 3:31 PM  
**Subject:** FCC should do more re: wireless

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98-170

Eric Esch  
Lancaster General Hospital, 555 North Duke St  
Lancaster, PA 17604-3555

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April 25, 2003

MAY - 5 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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Sincerely,

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Eric L. Esch

EX PARTE OR LATE FILED

From: Dan Schwartz  
To: Mike Powell  
Date: Mon, Apr 28, 2003 3:49 PM  
Subject: FCC should do more re: wireless

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Federal Communications Commission  
Office of the Secretary

Dan Schwartz  
2447 Yost Rd  
Bath, PA 18014-9218

98-170

April 28, 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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0

Dan Schwartz

**From:** William Richards  
**To:** Mike Powell  
**Date:** Wed, Apr 23, 2003 10:15 AM  
**Subject:** FCC should do more re: wireless

William Richards  
839 Claybrook Ct  
Knoxville, TN 37923-6765

April 23, 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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Sincerely,

~~001-98-170~~  
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Federal Communications Commission  
Office of the Secretary

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W. James Richards

## EX PARTE OR LATE FILED

**From:** Ross Ojeda  
**To:** Mike Powell  
**Date:** Sun, Apr 27, 2003 3:10 PM  
**Subject:** FCC should do more re: wireless

98-170

Ross Ojeda  
 344 Westline Drive, C224  
 Alameda, CA 94501

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April 27, 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

Dear Chair Powell:

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Sincerely,

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Ross Ojeda

EX PARTE OR LATE FILED

From: Barbara van Davis  
To: Mike Powell  
Date: Mon, Apr 28, 2003 6:22 AM  
Subject: FCC should do more re: wireless

98-170

Barbara van Davis  
419 W. Downer Place  
Aurora, IL 60506-5001

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MAY - 5 2003

Federal Communications Commission  
Office of the Secretary

April 28, 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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Sincerely,

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98-170

**From:** Mary Ann Wales  
**To:** Mike Powell  
**Date:** Wed, Apr 23, 2003 11:56 AM  
**Subject:** FCC should do more re: wireless

EX PARTE OR LATE FILED

Mary Ann Wales  
1111 Del Robles Place  
Simi Valley, CA 93063

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MAY - 5 2003

Federal Communications Commission  
Office of the Secretary

April 23, 2003

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

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Sincerely,

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Mrs. Mary Ann Wales

## EX PARTE OR LATE FILED

**From:** Louise Smith`  
**To:** Mike Powell  
**Date:** Thu, Apr 24, 2003 7:54 PM  
**Subject:** FCC should do more re: wireless

98-170

Louise Smith`  
569 North Rossmore # 414  
LA, CA 90004

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April 24, 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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Thank you for your consideration.

Sincerely,

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Louise smith

EX PARTE OR LATE FILED

**From:** Graham McClusky  
**To:** Mike Powell  
**Date:** Fri, Apr 25, 2003 1:10 AM  
**Subject:** FCC should do more re: wireless

98-170

Graham McClusky  
 178 Kilarney Place  
 Point Roberts, WA 98281

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MAY - 5 2003

April 25, 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

Dear Chair Powell:

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- Try as I might, I have discovered that it is impossible to find reliable cellular service. I switched to GSM when reception was poor with my digital phone, and reception improved, but I paid \$100/month for unlimited minutes, no-roaming, no long distance, however I live in Point Roberts,

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where the closest cell tower is in Canada, so I was FORCED to roam and pay over 45 cents a minute for every single call I made. After a month I had a \$500+ cellular bill, so I switched back to digital, and sometimes I can have a complete phone call if I stand perfectly still and cock my head at a perfect angle. Essentially owning a cell phone is like driving a car that is only able to go 10 ft down the road before stalling, and when it's restarted...it goes 10 ft and repeats this cycle. I am a small business person, and I travel frequently between major US cities. For me to get a plan that comes close to meeting my needs it would cost me at LEAST \$300/month, the equivalent of a car payment just to function. That assumes that I talk for 90 minutes a day total for work and personal communication. Ridiculous, especially since the product doesn't work most of the time.

Thank you for your consideration.

Sincerely,

Graham McClusky

EX PARTE OR LATE FILED

98-170

From: Shacheendra Vinod  
To: Mike Powell  
Date: 3/24/03 1:10AM  
Subject: Wireless Phone Service Must Be Improved

Shacheendra Vinod  
3 Sunderland Drive  
Morristown, NJ 07960-3622

March 24, 2003

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

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MAY - 5 2003

Federal Communications Commission  
Office of the Secretary

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Thank you for your consideration.

Sincerely,

Shacheendra Vinod

**From:** Candace Haley  
**To:** Mike Powell  
**Date:** Mon, Apr 28, 2003 2:48 PM  
**Subject:** FCC should do more re: wireless

EX PARTE OR LATE FILED

Candace Haley  
842 E. 94th St.  
Los Angeles, CA 90003

08-170

April 28, 2003

Chair Michael Powell  
445 12th St SW  
Rm 8-A204  
Washington, DC 20554

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MAY - 5 2003

Federal Communications Commission  
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Candace Haley