

My local telephone service with BellSouth went out on July 7, 2003 during the afternoon. I have attempted to call the residential billing, service and business service numbers published in the phone book for the three -(3) days following, utilizing a cell phone. Calls were placed at various times of the day ranging from 7:30am, 2:00pm, 6:00pm, 10:00pm and 1:30am. Every time I called the message stated "All circuits are busy, please try your call again later." I finally got through to BellSouth Service on Thursday, July 10th @ 8:30am and service could not be dispatched until Saturday, July 12th. There are no other phone companies to switch to in this part of the country; therefore, it is well established that BellSouth is a monopoly in the South.

Thank you for your time and consideration.