

Dear Commissioners:

Stop hidden phone fees so I can truly compare prices of phone services. I support the petition filed by the National Association of State Utility Consumer Advocates and endorsed by other consumer advocacy organizations. CG Docket No. 04-208, Petition for Declaratory Ruling Regarding Truth-In-Billing and Billing Format, is long overdue.

Phone bills should be truthful and easy to understand. I have been struggling with Qwest for years regarding the service and charges they apply. Many times receiving credit for overcharges but only after hours on the phone trying to get to someone in the chain of command that actually would listen and check what I was saying instead of trying to add another program to my already overcharged bill. If they were held to an "honesty in billing" ethic the overcharge issues would no doubt continue to happen at times but the consumer would not have to be a brain surgeon to decipher the bill and find the overage. The telephone company also would be more careful about what they add in randomly.

Why haven't

I changed phone companies?...because Qwest continues to dominate this area and disallow others to compete.

Because this practice is tolerated by the FCC, long distance and wireless phone companies are able to hide the true cost of service. These add-ons make the advertised price of service significantly less than the amount of the check I have to write each month to pay the bill.

Competition will not work if consumers cannot accurately compare prices when shopping for service.

Many states are stepping up to address this problem. They should be allowed to proceed. However, the FCC shouldn't shirk its responsibility, nor limit states from doing more.

The FCC should immediately grant the NASUCA petition to investigate billing practices, and prohibit phone and

wireless companies from imposing separate monthly fees, line items or surcharges unless expressly mandated by law or the charge is expressly authorized by a governmental authority.