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Federal Communications Commission
Office of the Secretary

Commissioner Kevin J. Martin
445 12th Street SW
Washington D.C. 20554

Dear Commissioner Martin:

Before completing the process of reviewing a potential merger and acquisition relating to BellSouth Telecommunications and AT&T, I urge you to first address issues of considerable commercial concern: the high number of erroneous entries in BellSouth's directories and BellSouth's disinclination to adequately prevent or correct those errors.

As a result of personal experiences, I have discovered that BellSouth routinely prints incorrect names, addresses and even telephone numbers of its business customers. Furthermore, BellSouth regularly omits pertinent information or mis-categorizes business entities in its all-important directories. For example, BellSouth inexplicably — and unbeknownst to me — placed my local stained glass business into the category of exporters of stained glass. My customer base and income shrank precipitously when the new location and new telephone number of my business could not be found in the proper category of "Glass - Stained & Leaded."

Not only has this problem existed for many years, but BellSouth has made no major effort to effectuate appropriate corrections of its printed information. In fact, BellSouth has a policy of accepting "no responsibility" for its directory errors. Although such a posture might discourage lawsuits, this policy fails to weed out inaccuracies which can cause widespread economic harm.

In your consideration of the BellSouth case, please defer a final decision until you have assurances from BellSouth that a comprehensive and rigorous procedure has been installed both to preclude directory errors and to swiftly correct inaccuracies which do occur.

Sincerely,



Michael E. Lenze

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