Comments in Case No. U-12077

From: "Dave Kaltenbach" <freedom@bresnanlink.net>
Date: 10/27/99 7:51 PM

I am against this rate hike.. the government allows the telephone company to give special rates to the poor, hearing impaired, added fees to put computers in schools (a democratic lie) but those of us who make just above the poverty line must pay for everyone else. I must work and save than the government and the telephone companies steal my money. I know that this rate hike will go into effect since I am poor and the government and the telephone companies want to keep me poor. just another rip-off

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From: "Beauchamp Jody M" <jodyb@uplogon.com>
Date: 10/27/99 10:42 AM

I'm just interested in the increase of the unlimited rate increase to $35.00. I understand why you would increase this rate, but I feel that you will lose many customers also. I know I would be only one in many who would not hesitate to drop this. There are many people in our area who are going absolutely nuts just thinking about this increase. I know that many people abuse this convenience, making thousands of dollars of phone calls and only being charged $15.00. What about me and the many others who do not abuse this? I think this is something that needs to be reviewed and reviewed again. Thank You!

From: "Sandy Inglis" <sandyi@sault.com>
Date: 10/26/99 6:55 AM

I am writing this e-mail to notify the commission that I feel Ameritech is totally out of line asking for such a big rate increase! I don't know how they can justify such an increase in price. We, the customer, will not receive any change in service for this money. I have the adjacent exchange plan and I will drop this as soon as the increase is in effect. I feel that a rate increase of this amount is unfair to the customers and Ameritech is taking advantage of the everyday customer. If this increase does pass, I and many others I know will start buying calling cards to avoid paying this new amount plus all the taxes added to our already high price of phone calls.
Sincerely, Sandy Inglis; 17401 S. Johnson Road; Rudyard, MI 49780

From: "robert dotson" <rdot@wdl.net>
Date: 10/25/99 7:40 PM

I would like to protest the Ameritech increase of AETCP . This service already costs me $15 dollars per month and if this raise goes into effect the cost would be $35! That's over a 130% increase, how can the MPSC give such a increase? I beg of you to reconsider this

decision. Thank you.

From: "Cheryl Richard" <crichard@uplogon.com>
Date: 10/25/99 3:54 PM

i am writing in regards to reference case number u-12077. i believe the proposal is preposterous. That's a rise from fifteen dollars a month to thirty five dollars a month for just a few miles distance!!!!!. i definitely appose this increase!!!!!!!!

From: "Paul Rasmussen" <paul@northlink.net>
Date: 10/25/99 3:17 PM

Gentlemen: Do not approve the the rate increase requested by Ameritech for their AETCP (case no. U-12077). Such a large increase is outrageous.
Sincerely, Paul Rasmussen

From: "Valerie Sanderson" <v_sanderson@hotmail.com>
Date: 10/25/99 2:08 PM

I am very disappointed in Ameritech's decision to raise rates for unlimited residential calling over 100%. Rate increases are inevitable, but such a large increase I believe is unreasonable. I have talked to other people from other area's and they have not been subjected to such increases. A dollar or two a year is much more reasonable and easier to budget. I believe that if the MPSC agrees to the grossly increased rate, it would be an injustice served to the people. A much smaller increase would be more justifiable; a 10% increase or so would be more tolerable to the people. Please reconsider their action and work with the people, not against. An increase has not been denied, but such a huge rate change is not just.

From: "Kathy Weatherly" <KWEATHERLY@gw.lssu.edu>
Date: 10/25/99 12:37 PM

We have been on your adjacent calling plan with unlimited calls for years. We understand that a rate increase could be necessary due to rising costs. However, we would not like to have to reduce our adjacent service to the 2-hour plan when the people we have to keep in touch with live only 7 to 25 miles away and all over it is long distance to call them. It would be very tedious to have to keep track of every minute spent on the phone, especially when talking with family and friends that we are accustomed to talking with all the time.

It does not seem fair to increase the rate for your long-standing customers by more that double the current rate. We could handle a slight increase, but our regular monthly service cost is already over $40.00 and we only budget $60.00 per month for our total phone bill. We also

have a lot of relatives that are regular long distance service away. We normally spend close to our entire budget to call our families that live far away. If our monthly flat rate increased to $60.00 we would not be able to call our families at all without putting a strain on our budgets. We have to watch our budgets closely in this area because we pay higher prices for food and gas. We also have to buy more gas because we live in a rural community.

We suggest passing the new rates on to your new customers and leaving the current long-standing customers as they are. As stated earlier, we could handle a slight increase in the unlimited calling charges, but $20.00 is too much!

Thank you for your consideration of our suggestions. George and Kathy Weatherly; P. O. Box 332; Pickford MI 49774; (906) 647-3861; Art and Michele Belinski; 29600 S Prentice Bay Rd; Stalwart MI 49736; (906) 647-8712

From: "chris mcmahon" <chris_656@hotmail.com>
Date: 10/25/99 10:43 AM

To whom it may concern: I do NOT think that the rate should jump from $15.00 per month unlimited calling to $35.00!!! I do not think that any of them should go up, but that is the plan I am on. I believe this is unfair to us folks that live out in the country, we once again are getting screwed!! Anywhere I call is long distance, except for felch. I can't even call our childrens school, without it being long distance!! (which is only 11 miles from our house) If this rate increase goes through, I will cancel my phone. I have a cell phone, and can make all my calls with that. I think it is poor, that once again the people from the country have to suffer. You try to make a better living for your family here, but it's real hard if things keep getting more expensive. Please reconsider the rate increase and think of the children who live in the country, and the need for them to connect to the internet to learn. Parents cannot afford for them to do this, as to connect is long distance for us in the felch exchange. Thank you for reading this, and please reconsider. William & christine McMahon; W2610 Finntown Rd.; Foster City, MI 49834

From: "Polly & Andy Long" <longp@river.it.gvsu.edu>
Date: 10/25/99 10:22 AM

To Whom it may concern: I am writing to express my concern reference the rate increases proposed by Ameritech. We live in a very rural area. In this area, almost every call we make is long distance. As such, we have subscribed to the unlimited minutes option for long distance, which has cost us $15 monthly.

I fail to see the fairness in increasing our current $15 fee to $35 a month! Twenty additional dollars is extreme to say the least. We have very little choice in carriers. A large number of local residents rely on the currently reasonable cost of our long distance. We would

be put at an unfair disadvantage due to such a large increase.

We ask that this increase be reconsidered. At the very least, the increase should not more than double our current rate. Please take into consideration those of us in the above mentioned situation.

Cordially, Polly Long

From: "Vonda DeLorenzo" <mcpots@sensible-net.com>
Date: 10/25/99 10:10 AM

To Whom It May Concern: I do not feel Ameritech should be allowed to raise my unlimited adjacent exchange calls from $15.00 per month to $35.00 per month! They are my only choice in local service in my residence area of Rosebush, Michigan. My monthly bill now averages $70 to $90 per month just for "basic service" and "local" long distance. This does not include my $20 to $40 per month for my AT&T "long distance" service! Enough is enough! Most of my adjacent exchange calls are made to the major town 7 miles from us, but still "local" long distance calls! As it is, my savings at paying $15 per month for this service is as follows:

April...$2.86 (this was also the month I was slammed by QWEST), May...$10.42, June...$4.07, July...$7.95, August...$21.79, and geez, they quit putting the savings on in September!

Now for each of the above mentioned months, the following months had additional increases in services:

April...$2.90 Monthly Service Charge, prorated, June..."0+" Surcharge...Collect: $3.95, Person-to-Person: $8.95, Billed to Third Number: $4.95, Operator assisted calls: $2.95, Customer Dialed Calling Card calls: $1.45, now June did also see a decrease of $.06 for 911, and a decrease in August for $.38 for Monthly Service charges. Does that $.44 count for anything?

I do see in looking at these past bills, that in June we were notified on the back of the bill, about being able to choose "local" long distance carriers. I will have to look into that. As you can see, I am opposed to the rate increase! Thank-you.

Mark and Vonda DeLorenzo; 1417 E. Weidman Road; Rosebush, MI 48878; 517.433.2904

From: "Robert or Nancy Beyer" <banbeyer@hbch.com>
Date: 10/25/99 10:05 AM

The rate increase for unlimited calling requested by Ameritech is very upsetting for us. The only local service available to us is CenturyTel, and because of the way the district is divided we are unable to call numbers in the town closest to us without a toll charge. Harbor Beach is just three miles away but our free area is 20 miles to our north and west. Our bill for local and the short long distance provided by Ameritech is already $43.00 a month. This is hard enough for retired folks. Please don't allow this increase, or make CenturyTel let us call the town closest to us as a local call. Thank you for your consideration.

Nancy Beyer; 3958 Ferdinand; Port hope, MI 48468

From: "brian finendale" <brianf@up.net>
Date: 10/25/99 10:04 AM

To Whom it may concern: Re: Case No. U-12077 I would like to issue a comment in regards to the proposed increase of rates for adjacent exchange customers. This is not an exceptable option for alot of customers of the Upper Peninsula Telephone company. We have no option of choosing our phone service. We have virtually no local phone service area. We have no other access to an internet provider at a local number.This is our only route to a local access. Our telephone charges are already higher than the residents of either Iron Mountain or Kingsford. We feel we are being treated unfairly with this proposed increase when we are already paying more. Our school is not even a local call for us, and it is only 5 miles away. If this increase is applied, we as well as lot of other people of the U.P. Telephone Company with do away with our telephone connections completely, and replace them with cell-phones, and survive without the internet. Now would this be a fair option? This increase will be a loss of money for the telephone business in the long run. Please look at this closely. Paying an increased rate is not even a remote possiblity. Thank You Nancy Finendale; 906-246-3892; May an increased local calling area would be an option. Or maybe Ameritech should expand its coverage area and include this rural community

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From: "Mary Jane Pennington" <maryjp@eup.k12.mi.us>
Date: 10/25/99 9:58 AM

I am sending this to voice my opposition to the unbelieveable proposed increase from $15 to $35 for monthly rates for the residence plans. As a single person on a fixed income who must pay 100% of every bill ie. phone, fuel, utilities, taxes, food and clothing ,etc, I will no longer be able to afford this portion of my telephone bill. As a matter of fact, I am seriously considering having my telephone service disconected completely due to the frequent rise in charges and apparent lack of services that benefit me. (ie. $3.00 per month for long distance connection whether you use it or not, for example).

In the last 5 years my phone bill has gone from $7-$10/month to $26+ per month basic rate for no apparent change in services. Now the proposed increase for local long distance

(the only way I can access the internet) is from $15 to $35/month all in one shot, when my income has just been cut in half. If this is competition for my benefit then give me control. I believe I am speaking for all area residents, especially those who are unable to decipher the presnt complicated billing statements! Thank you for your attention.
Sincerely, Mary Jane Pennington

From: "Paully Poupore" <pmp@up.net>
Date: 10/22/99 7:38 PM

I'm writing this letter to let whomever it concerns, my displeasure with even the thought of over a 100% increase in our monthly charge for the unlimited calling plan. It's current price is $15.00 and it has been filed to increase it to $35.00! I guess maybe I could understand the increase if the area we were trying to reach with the plan was over 30 miles. Most local calling areas cover at least a 30 mile range. Our local calling area does not even cover 5 miles down the road from me. The unlimited calling plan that we use lets us call 20 miles to the south of us and 25 miles to the north of us. 'That $15 is in addition to our monthly charge for local calls. I really don't use the plan for places at the the further end of the calling area. My kids have friends that live down the road and it's a long distance call for them to call each other. I don't even think we should have to pay the $15.00 to make calls that close and I know it's because we are with the Upper Peninsula Phone Company, but that's not my choice either. If that increase does happen, we are going to look into buying a cell phone. It would be cheaper to use that than a regular phone. Through a little investigating on my own with other phone companies, it is not asking too much to be able to call 5 to 10 miles down the road without paying a long distance fee, 30 miles down the road for that matter. But I have been willing to pay the $15.00 extra to have that service, when that amount is added to my monthly service for having the phone and taxes, I'm paying over $30.00 for monthly phone service. That price is with no extras like touch tone, call waiting or calls over 25 miles from us. To add another $20.00 dollars to that monthly bill would mean I'd be paying over $50.00 just to call my neighbors who live down the road from me! What other options do we have? With how technology is today you'd thing I'd be able to have a local phone service for under $50.00. What do you think? I'd love to hear from whomever I'm talking to about this and get your honest opinion on this matter. Thank-you for your time, Sincerely, Pauline Poupore; W3864 Co. Rd. 380, Carney MI. 49812

From: <HorsKrzy@aol.com>
Date: 10/22/99 3:31 PM

Reviewed Ameritech request to increase the AETCPR and think they're playing a shell game with the consumer. As a consumer, I am strongly opposed to this unbelievable request and strongly recommend it be disapproved. Mark Patton; 5711 Hart Rd.; South Boardman, MI. 49680; 231-369-3361; Ace Telephone Customer

From: "Tracy McArt" <McArt@centurytel.net>
Date: 10/22/99 2:53 PM

To whom it may concern, I strongly disagree with ANY increase in these monthly rates. An increase from $15.00 to $35.00 for unlimited use is pretty exaggerated don't you think? For we people that live in remote areas, our phone bills are high enough. Everywhere you call is long distance, EVERYWHERE!! If the rates go up, I will NOT use the Ameritech services. I can't afford such an increase. Sincerely, Tracy McArt

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From: <Bodeysouth@aol.com>
Date: 10/22/99 6:58 AM

Being a consumer who will be affected by this rate increase, we feel that this increase is far excessive. Please review the petitioners rate of return on capital investments, and we believe that you will find that they now have an adequate rate for the service rendered by this monopoly. Thank you for your consideration. Respectfully, Frank & Jane Bodenmiller

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From: "Kara D. Nussbaumer" <nussbauk@mail.portup.com>
Date: 10/21/99 10:53 PM

I am writing to protest the $20.00 increase for the unlimited residence plan. We live in a rural area where the majority of our calls are in to Iron Mountain. Iron Mountain is 30 mi. south of our home and my mailing address is Iron Mountain and this is considered a long distant call for us! This increase will take our average local phone bill up to approximately $80.00! And we still have a long distance phone bill on top of that! We feel this is an outrageous increase! Charles & Kara Nussbaumer; 906-246-3454

From: <Bruce_M_Forintos@ferris.edu>
Date: 10/21/99 4:25 PM

I understand that Ameritech filed with the MPSC to increase monthly rates to half hour ($1.75), two hours ($7), and unlimited ($35)residence plans. I strongly object to this increase as well as the proposed monthly toll surcharge increase to $.07. Rural customers have no other options, and Ameritech is taking advantage of this fact. They are doing very well as it is, and this proposed increase on unlimited residence plans will over double current costs to residents for their rural local call area. Please do not approve Ameritech's request for an increase. Thank you. Bruce M. Forintos; Stanwood, Michigan

From: "Ted Carpenter" <theo@mail.portup.com>
Date: 10/20/99 12:07 PM

I just wanted to let you know that this proposed rate hike is really quite unfair. It is discriminatory against all of us in the rural area. I believe that it is because of the internet use that we are being punished and you the big company wants to make more money off of us smaller people. I also believe that if this proposal goes through that in the long run that you will loose money because people will go to an alternitive such as the dish.

We like our service and rates just fine the way they are so why do you want to make things tougher for us? Some of us are on limited income as it is. I would like it on record that I am greatly against this proposal and hope that you guy's wouldn't be this greedy.

From: "DAN POUPORE" <dpoupore@yahoo.com>
Date: 10/20/99 4:04 AM

To whom it may concern, In regaurds to your proposed rate hike, I realize that raising rates is a must do as time and inflation martch on. However, this is not an increase as you call it. It is a kick in the shorts to those of us who have to pay it. The unlimited rate at $35 is rediculous. What a way to target the internet using market. I could understand your rate hikes if we the customer really got some additional benefit from this, but you don't even make mention of benefits to the customer through improved services. I also noticed you could not even include the tacky "To serve you better," phrase.

In closing, I guess I just cannot see were your "Increase" is going to benefit anyone. All I see it doing is "Increasing" the dollar amounts in your Annual Report to please your stock holders. Severely Disappointed, Dan Poupore; Carney, MI 49812

From: "Deb Brood" <dbrood@eup.k12.mi.us>
Date: 10/19/99 4:22 PM

Dear Michigan Public Service Comission, I am e-mailing you concerning case no. U12077 that Ameritech has filed to increase our monthly adjacent exchange calls. I would like to object! We live in Rudyard, Michigan have a Rudyard address, pay Rudyard taxes, but are stuck with a Pickford telephone number which means that for the 20 years preceeding adjacent calling we have had to pay per minute to call our own town! Right now my mother in law is dying of ovarian cancer and we need to call her often, and do not feel that we should

have to pay anymore than the $15 that we already pay for the adjacent calling plan to call our own hometown!

I checked with a recently retired telephone man to see if my feelings were out of line before e-mailing you. His response was that he felt that this increase was unnecessary and greedy. He said that we are all within the same telephone system and on the same switch. If we were not it might be justified somewhat. The proposed rate increase is over double what we pay now which is a terrible injustice to people who live in a rural area with high unemployment in the winter. My husband is one of these people who work hard but end up unemployed for several months during the winter. We already pay $15 to call our own hometown, please understand that increasing it to $35 will be a hardship for many. I tried to get other customers to contact you and found it very interesting that only two people of the many I talked with even have adjacent calling. Therefore, it concerns me that you might not hear from very many people because maybe there aren't that many that will be affected. Also, the notice was on the back of our bill, and how many people read the back of their bill? Please consider those of us that do not get pay raises that can handle a bill that over doubles. Thank you Deb Brood; 906-647-8651; Please understand that we are a rural area, with haigh unemployment rates in the winter

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From: "Al Aubuchon" <AAUBUCHON@hdtinfo.com>
Date: 10/18/99 8:47 PM

I wish to enter a protest to Ameritech's proposed AETCP rate increase of 133%. A rate increase of this magnitude is unacceptable in this day and age. When one factors in taxes, this represents an increase of

$261.36 per year! For those of us who live in rural areas where such a large portion of our calls are long distance, incomes are generally low, and internet access more often than not is long distance, this type of increase is even more unbearable. I hope that the PSC gives long and hard consideration before granting such an enormous increase to Ameritech or any other service provider. Thank you for your consideration.

From: <Tim_Cole@dartcontainer.com>
Date: 10/18/99 5:33 PM

To whom it may concern, After receiving notification that Ameritech has filed with MPSC to increase monthly rates on the adjacent exchange toll-calling plans, I thought it necessary to respond with my comments. As I read my statement it reflects proposed changes to increase ½ hour rates to $1.75, two hour rates to $7.00, and unlimited rates to $35.00 per month (respectively). I am currently enrolled in the unlimited plan at the rate of $15.00/month. The proposed increase reflects a 133% increase over the present rate!! An increase of this

size, in my opinion, is totally unacceptable. From another angle, a $20.00/month increase to my telephone bill represents between a 35 - 40% total increase in the monthly service charges.....still unacceptable! If only I could ask for a 40 - 133% increase in the rates I receive. I am strongly opposed to rate increases of the magnitude being requested. A more appropriate rate of change would be along the lines of what inflation has increased. Or if a greater increase is proposed, spreading it out over a couple of years might make it a bit more palatable. I am quite certain that I'm not the only customer maintaining this position.
Sincerely, Tim Cole; 23509 27 Mile Rd.; Springport, MI 49284; 517-857-3751

From: "brian a sprague" <brsprague@juno.com>
Date: 10/18/99 11:33 AM

to whom it may concern: i do not think it is very fair of you to try to raise our long distance prices that much in one jump. I could see maybe 5 dollars or so but 20?? come on you are trying to rob us blind. we don't even make that many long distance calls every month so we will no longer be needing your service. as it stands right now, our phone company has a deal with the other companies. we cannot use another local carrier and thus we cannot regulate our basic price of phone costs. now you are trying to raise the cost of long distance for us?? there is no other plan for us to use. this is totally unfair to the people have to call long distance to call across the road. and you know it's true. many of us cannot afford that extra 20 per month and therefore will go without and not be able to call our families because we cannot afford the regular long distance costs. I
thought that phone companies were trying to bring the cost of long distance back to reality, not skyrocket it into inaccessibility. worried customer

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From: "Alan Seifert" <pfsal@megsinet.net>
Date: 10/18/99 7:03 AM

I totally diagree with the rate increases of case# U-12077. The charges, surcharges, line fees, taxes are totally out of control. Ameritech seems to ask for a rate increase of some sort every few months. When will this constant rip-off end? Now its $20 per month for a home line, and $50 for a business line before any calls are made. What is wrong with this picture? Why are people forced to seek other phone companies services to reduce their extremely large bill for basic service. It's getting out of control when you can get a cellular phone for less than a home phone costs. I say NO to this RATE INCREASE. THIS CONSTANT INCREASE FOR LOCAL PHONE SERVICE HAS GOT TO STOP. DENY THIS REQUEST. ALAN SEIFERT

From: "Gordon Malm" <gor-don@webtv.net>
Date: 10/18/99 6:54 AM

Comment to Ameritech's proposal to increase monthly AETCP UNL Plan from

$15.00 per month to $35.00 per month is an absolutely unfair increase for people in rural areas that have to use this service for access to the Internet. We have no other compay to buy this service from and Ameritech has a monopoly on this service and can charge any amount. This increase will put unfair expense on rural customers using the Internet. This is a 125% inrease. MSPC is our only hope of keeping Ameritech from taking unfair advantage of peole in rural areas that have to use AETCP service rates for access to the Internet.Thank you. Gordon Malm

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From: "Gordon Malm" <gor-don@webtv.net>
Date: 10/18/99 6:48 AM

Comment to Ameritech"s proposal to increase monthly AETCP UNL Plan from $15.00 per month to $35.00 per month. This is an absolutely unfair increase for peoople in rural areas that have to use this service for access to The Internet.We have no other company to buy this service from and Ameritech has a monopoly on this service and can charge any amount. This increase will put an unfair expense on rural customers using The Internet. This is a 125% increase. MPSC is our only hope of keeping Aeritech from taking unfair advantage of people in rural areas that have to use AETCP service rates for access to The Internet. Thank you. Gordon Malm

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From: "mike withey" <mwithey@usa.net>
Date: 10/15/99 8:55 AM

Mike Withey
1112 Ditch Rd
New Lothrop, Mi. 48460
Mwithey@usa.net;10-15-99

Michigan Public Service Commission
Lansing, MI

Dear Sir or Madam: I am writing in response to Ameritech proposed AETCP Rate Change reference case # U12077. They are asking for an rate increase to $35.00 a month from the current $15.00 a month charge. This proposed increase is over a 100 percent increase in rates and I think is totally unfair. My average telephone bill is over $125.00 a month now and I am having a hard time keeping my bills paid with my pension and Social Security retirement benefits. I understand that with inflation and the cost of new equipment there is inevitably some price increases but this is out of line, it's just too much of a lump sum increase. I am asking you to turn down their request until such time as a reasonable price request is made, please don't although them to price me out of telephone service. Thank you for your time and consideration, Mike Withey

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From: "Jaye Jenkins" <J3andSBJ@Centuryinter.net>
Date: 10/13/99 8:13 PM

How can anyone justify an increase from $15 a month for unlimited service to $35.00? I simply don't think this is justified. Jaye Jenkins

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From: "Tereshel Johnson" <trix@power-net.net>
Date: 10/13/99 6:15 PM

My name is Tereshel Johnson. I live in Sunfield, Mi. The recent proposed increase will effect my family and my numerous neighbors. To increase to unlimited residence plan to $35.00 is absurd. We can only call Portland, Vermontville, and Mulliken for that amount of money. I could understand if Ameritech were willing to extend that calling plan to include all of the Lansing areas, but it does not. Not only is the increase ridiculous, the amount for the local toll charges are also outrageous! The current toll charge is fifteen to twenty-five or seven cents per minute. MCI, At &T., and various others are ten to twelve cents for the same service. Those of us who live out in the "country" have NO OTHER CHOICES or OPTIONS!!!!! Ameritech is trying to punish those who live 10 miles outside of the Lansing area. Not to include, making more money off of us. Those who do not have local tolls have internet services for ten to twenty dollars per month. In Sunfield that will increase to over fifty per month. If this proposal goes through, my family will discontinue our services with Ameritech and will have services through MCI. I am disliking the Ameritech coorporation more and more. Thank you for this opportunity to speak out. Tereshel Johnson

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From: "Chris Williams" <chrisw@coslink.net>
Date: 10/13/99 6:09 PM

To Whom it may concern: I am writing to protest Ameritech request to increase adjacent toll calling plans for my local area. I live in Mesick, Michigan and have had an unlimited calling plan for several years. The cost has been $15.00 per month, I have been notified by our local telephone company that Ameritech wants to increase this monthly charge to $35.00. I guess there might be a need for a cost of living increase, but $20.00? I feel that Ameritech is trying to make a wind fall profit on this service, they are trying to make up for all long distance they have lost to other companies. Please don't let BIG BUSINESS make a mint on the little guy again. Thank You for your consideration, Christina Williams

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From: "DON KEBLER" <elfsr@centurytel.net>
Date: 10/13/99 5:01 PM

We are not in favor of the MICHIGAN PUBLIC SERVICE COMMISSION'S approval of CASE No. U-12071 AND CASE No. U-12077. As applied for by CenturyTel Thank You. Don & Nora Kebler; 1155 Luder Road; Caro, MI 48723

From: "David and Linda Thompson" <grtb@sault.com>
Date: 10/13/99 4:58 PM

Dear To Whom It May Concern: Please do not increase monthly rates, for unlimited residence plan, from $15.00 to $35.00 This is outrageous. We can do nothing but pay?? Isn't there an answer to stop this highway robbery! Sincerely unhappy with Ameritech's filing with MPSC for increase, Mrs. Linda Thompson

From: "djhughes" <djhughes!@misd-net.com>
Date: 10/3/99 3:44 PM

To whom it may concern: I just received my new phone bill this month and boy was I shocked. Last month our phone bill was $41.91 and this month our bill is $70.32. The difference is $28.41. This is totally observed. My husband and I live on a fixed income. He takes a lot of medicines and this 28.41 could be mean a lot to us. How can you people justify this increase. Is it because after all these years you have had no competition and now that computers are here it takes away from the phone business and you have to be greedy and get more money so that we can pay these corporate people these ridiculous 6 figure salaries. I am so upset about this. I want to know what I can do.

From: "alan holland" <cholland@bellsouth.net>
Date: 10/3/99 3:24 PM **NOTE: NOTHING WAS ATTACHED FOR THIS ONE**

From: <CALLIE0888@aol.com>
Date: 10/2/99 6:23 PM

I would like to comment on Ameritech's Notice of AETCP Rate Change. Right now the charge for the unlimited rate for nearby areas that Ameritech offers is $15/month. They are raising that rate to $35/month. This is on top of regular service costs. This does not seem to be a reasonable rate hike, considering it is more than double the original rate. It looks a lot like Ameritech is trying to get their customers to drop this service by making the rate undesirable. I don't know of many people who would willing add $20 to their phone bill every month. I am very unhappy with this rate change and feel Ameritech is not treating it's customers fairly. Thank you for your time. Richard and Autumn Hayes

From: "Ed Hanna" <ed_bj@hannafamily.org>
Date: 10/2/99 6:11 PM

ameritech filed to increase adjacent toll calling rates . one hour from 1.25 to 1.75 two hour from 5.00 to 7.00 which is allready 4 times more than one hour' unlimited from 15.00 to35.00 this is extremily coast prohibitive, I personally will have to discontinue this service if

these rates are approved please reject this unfair increase proposal. thank you; ed hanna; 7520 brown bridge rd; traverse city mi. 49686

From: "Thomas J Fleischmann" <tlfleischmann@juno.com>
Date: 10/2/99 6:00 PM

I would like to comment against the increase of AETCP Case No U-12077. We currently have unlimited for $15 monthly. To increase it to $35 is more than an 100% increase. That kind of an increase should not even be considered. If for some reason the increase is allowed, they better make sure that all exchanges within the area are included in the price. In our case, our adjacent towns are Saginaw, Reese and Fairgrove. We are being charged a regular rate for some exchanges in Saginaw. To make matters worse, we are also being charged for some exchanges in Bay City which is the only local call for us besides Munger. If they expect a rate increase, they better make sure the services they are offering are what they say they are. Thank you for your time. Lori Fleischmann 421 E. Kinney Rd.; Munger, MI 48747

From: <TAMARA32DW@aol.com>
Date: 10/2/99 5:55 PM

Upon reading our phone bill, if I understand this right, you want to raise our currently $15 calling plan to $35. Not to mention hourly rates and toll surcharges. Needless to say, we're not happy about this. If this increase goes into effect, we will definately not be able to afford your long distance services. We just recently switched to Ameritech as a regular long distance carrier. These increases would be over and above what we were paying with our previous long distance carrier. Also, we have many relatives that are elderly and on fixed incomes that I helped set up with "circle calling". They also would not be able to afford to pay the increase of $35.00. Please take this as a written request that we be informed in advance if the rates are going up. Currently, your written statement only states that you've filed with the MPSC to increase the rates. We don't know if that means the increase has been approved or if you are waiting for approval. Sincerely, Mr. & Mrs Steve Walser

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From: "Lori Hufford" <GottaTouchemOff@centurytel.net>
Date: 10/1/99 4:34 PM

To Whom It May Concern: I am writing to you in regard to the AMERITECH AETCP RATE CHANGE. We would like to ask that the increase to $35 per month not be made! Please!!! We make a lot of long distant calls and would be hurt by this change! Thank

You. Paul and Lori Hufford

From: "Emily Lievense" <emilylie@freenet.macatawa.org>
Date: 9/27/99 11:32 PM

Please send to me a copy of the Ameritech proposal for an increase in monthly rates for half-our, two-hour, and unlimited residence plans, and a monthly toll surcharge increase to $.07 for all Ameritech and certain Michigan Exchange Carrier Association customers. This information was listed on the back of my September phone bill. Send to: Emily Lievense; 3183 Country View Lane, Apt. 12; Holland, MI 49424. Thank you. Emily Lievense

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From: <June11152@aol.com>
Date: 9/27/99 4:38 PM

TO WHOM IT MAY CONCERN: I THINK IT'S UNFAIR FOR YOU TO ALLOW AMERITECH TO MORE THAN DOUBLE IT'S RATE FOR AETCP SERVICE. I CAN UNDERSTAND AN INCREASE BUT TO ALLOW THEM TO GO FROM $15.00 TO $35.00 PER MONTHS IS OUTRAGEOUS. MY WHOLE FAMILY LIVES INSIDE THE AREA COVERED BY THIS SERVICE AND IT IS GOING TO PUT A HARDSHIP ON ME AND ALOT OF OTHER PEOPLE I'VE TALKED TO ABOUT THIS. DOESN'T THE PHONE CO MAKE ENOUGH MONEY ALREADY WITH INTERNET, CELL PHONES, FAX'S AND EVERYTHING ELSE THEIR INTO? SINCERLY JUNE STICKEL

From: "Price, Michelle (M.A.)" <mprice11@visteon.com>
Date: 9/27/99 10:28 AM

Ameritech should NOT be allowed to raise rates yet again. I have logged over 4 increases already this year and another increase seems greedy. Currently I am paying an Ameritech bill for $93.07. All calls were minutes and only 6 calls 20+ minutes! Six calls in one month over 20 minutes and I'm paying $20.00 for it. It costs me $25.00 just to have the privilege of a phone in my house without even picking it up once. I object and oppose yet another "small" increase from the biggest phone company in Michigan, Ohio, Indiana. Thank you for your time. Michelle A. Price

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From: "Shane and Lisa Bremer" <shane-lisabremer@centuryinter.net>
Date: 9/26/99 7:31 PM

I am unhappy to see that Ameritech has filed to increase rates on the AETCP plan I can accept a change to account for inflation, but my plan would be more than doubled! It goes up from $15 (for unlimited) to $35!!!! This is terrible. Please do not let this price gouging continue! Thank you , Shane Bremer

From: "Lisa Woerdeman" <the_woerdemans@csi.com>
Date: 9/22/99 5:18 PM

I am strongly opposed to Ameritech raising its rates. I believe phone rates are already completely unreasonable and should be lowered, not raised. My total monthly service would be $54.07, for 2 phone lines, even if I made NO phone calls. Calling locales as close as Royal Oak now are considered zone calls, and I have to pay $13.22 to make 400 local calls for "free". I realize I have 2 phone lines, one for the computer, and extra services such as call waiting and voice mail, but I cannot believe these features cost Ameritech that much to include, especially since so many homes have them. Even without these "extras", my phone bill is much too high. It seems that some day, perhaps now, many Michigan families will not be able to afford a phone line. Is there any way to encourage competition for providing local phone service? In addition, Ameritech is very difficult to deal with. I asked that I be named as the responsible party for paying the bill because my husband and I have separated. Consumers Energy and Detroit Edison complied with no problem and no charge. Ameritech told me that my ex-husband must give his permission and then I would have to pay $13.00. I am outraged! Please let me know if there is any other person or body I should contact to express my concerns. Thank you for your time. Sincerely, Lisa Taylor Woerdeman; 5015 Cold Spring Lane; West Bloomfield, MI 48322-4205; (248)932-0006

From: "Ron" <ronl@centuryinter.net>
Date: 9/21/99 5:19 PM

This is a comment regarding AMERITECHS recent request for an AETCP rate increase. I have used this service for several years now and I do believe they need an increase but not a $20.00 increase for unlimited service. This is a 125% increase in the service as I currently pay $15.00. I could understand an agree with an increase to $20.00 per month but not $35.00. I rarely use that much in local long distance, 30 mile radius. I will discontinue this service if this much increase is approved. It is a hardship on seniors and fixed income people such as myself. Thank you Ronald Larsen

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From: "L. A. D." <lardebmat@pipeline.com>
Date: 9/20/99 6:48 PM

Gentlemen/Ladies: We are e-mailing you in regards to Case No. U-12077 that Ameritech filed with you on increases to monthly rates and toll surcharge increase. We are strongly opposed to any more increases. We have been taxed and increased above our limits. Any more increases will result in lost of customers. It is totally out-of-control with all the monies charged. We will be forced to seek out a more reasonable service than Ameritech. We have been a customer for 30 years, now I must speak out and say, enough is enough. We just had to cancel our AT&T because of excessive charges - and after 30 years of always

paying our bills on time and being a GREAT customer. Ameritech will be next. NO MORE INCREASES - please! Thank you for your time in this matter. Mr. & Mrs. Drazek

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From: "ev m stier" <estier1@juno.com>
Date: 9/20/99 6:37 AM

Regarding the request for increasing AETCP monthly rates: Jumping from $15 to $35 a month is outrageous. If this is approved, I'll have to drop the service altogether. Thank you. Evelyn Stier

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From: "Thomas Wolf" <bigbadwolf36@webtv.net>
Date: 9/16/99 5:43 PM

I just received my monthly phone bill and a notification UNLIMITED [$35] residence fee's might be approved....This raise would be unjust, unfair, and another hardship for residents like me in the Bear Lake, Michigan 864 phone area... Bear Lake and the 864 phone area is completely land-locked by Ameritech....Only 864 can be called locally and all other calls are long distance including all other communities 10 miles and 7 miles away...In short ,except for a golf course .8 tents of a mile away, all my calls are charged as long distance.... To keep up with the modern area I decided to get webtv....To get to the webtv free line connections, I have to pay Ameritech an additional 15.00 dollar basic charge for unlimited calling to Frankfort, Michigan to get on line and then pay webtv another 25 dollars to use their web system each month...And this is on top of my normal phone charges other people get in cities like Manistee, just 14 miles away, where they can get on the webtv net free for a local call there.... The proposed increase is not a just proposal and instead of asking for additional money Ameritech should be ordered to extend, free, areas like Bear Lake who are land-locked to the closest city on a local call plan not milk their situation and unfair current practices..... If the rate does go through, I will cancel my unlimited plan with Ameritech and with the webtv people out of common sense and illogical costs....Please vote no to the proposed increase and please help those customers of us who are at the mercy of an unreasonable system currently..tom wolf---12214 Second St ---Bear Lake, Michigan 49614----Age 63 ----Phone # 1-231-864-2420 ---23 September,1999

From: "kwe1" <kwe1@earthlink.net>
Date: 9/14/99 12:43 AM

I'm requesting that you consider this and other comments you may receive when making a decision as to whether to approve the requested rate increase for Ameritech. My perception is that the utilities in Michigan are constantly asking you to approve rate increases and 9 times out of 10 it appears they are approved with very little input solicited from the customers. We seem to have some of the highest utility rates in the Country. I live in Northville Michigan and it is a far zone call for me to call most of the bordering towns. By the

looks of my phone bill, you'd think I spent my entire life talking on the phone --- but I don't. I make very few calls. I am so weary of the high bills and paying of surcharges for all kinds of things -- computers for the schools in poor neighborhoods, etc. I wouldn't even mind as much if I felt I was receiving the customer service I deserve but I am particularly adamant about Ameritech not receiving this increase. I have had nothing but terrible experiences with them. When trying to utilize their customer assistance to dispute a charge to my phone bill for a defective phone I purchased from them and which I returned, I encountered rude, inept employees who were unwilling to assist and help to correct the problem. I was shuffled from one person to another -- each one having a worse attitude than the previous one. I had to explain the same details over and over again because they would not give me one contact to follow through on the problem. They said their system would not allow assigning one person to the cause and I would just have to speak to whomever answered the phone whenever I called. I spent hours, days and months on the phone with different employees of Ameritech being reassured that THEY would mark the records that the charge was in dispute and I would not be threatened with disconnection of service while the charge while in dispute. Not once did any employee follow through and place that notation in my file. In the end, out of total frustration and after receiving many disconnect notices every other week, I finally had no fight left and gave in and paid them $200 for a defective phone which I had returned to them which they claimed they never received. A utility customer in Michigan seems to no longer have any recourse against wrongdoing by a public utility. We all seem to be at the utility's mercy since their services are a necessity not merely a luxury.. Ameritech recognizes this and uses this knowledge to take advantage of the situation leaving the customer at their mercy. Yet we keep getting increased charges representing increases approved by your Commission without a whole lot of notice to us. If I had not read the 'fine print' on the back of my statement, I'd never have known about this proposed increase --- I would bet most people do not think to read the back of the bill. Also, Ameritech's method of billing is so convoluted that only a CPA might be able to figure out how the charges are calculated. Their new statement format was supposed to be an improvement and make it easier for a customer to understand. Wrong! Although the format 'looks prettier', it is still just as convoluted to figure out. Even their own customer service reps have a difficult time explaining how charges are calculated---and they admit it. Please do not approve another increase until the poor quality of service shown to customers by Ameritech improves. This is the only recourse a customer might have to encourage Ameritech to treat us with courtesy, respect and helpfulness. Right now we are treated as if they are doing us a favor by allowing us to have service at all. Respectfully submitted, Kathy Knight

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From: "Julie Dinsmoore" <kerrid@earthlink.net>
Date: 9/13/99 6:34 AM

It is my understanding that Ameritech is proposing rate increases to their AETCP plan. The current price for this unlimited residence plan is $15.00. Their proposal is to increase this to $35.00. I feel this is a steep jump in the price. That would be doubling the price plus some. I know they are probably due to get an increase but I feel $20-$25 would be more reasonable.

We live in a rural area and with our local phone exchange we can only call one other small rural village without a toll being imposed. The AETCP plan has allowed us to call some of our neighboring villages and cities without toll. This has been very useful to us to keep connected to the neighboring businesses and community. Please reconsider the very large increase in rates that they have proposed. Thank You! Julie Dinsmoore; (517) 693-6574