Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Leonard Defreese
169 Merritt Dr.
Midland, MI 48640

(517)837-1809

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	AM-	**Bus/Res**	
Co. Person	AM- Cathy Marsh	**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 4, 1999	Call In	AUDREY	**Cust. is blind - can't afford the rate increase (oc:Leonard Defre** cust. does not agree with the rate increase

Re: DALE VARARTY

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

DALE VARARTY

(906)345-9642

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Sep 20, 1999	Call In	DECAST	**PLS DON'T APPROVE RATE INCREASE!!!!!! (oc:DALE VARARTY)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

GLENN MEACHUM

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Oct 4, 1999	Call In	DECAST	**GOING TO $35 WILL PRICE MANY PEOPLE OUT (oc:GLENN MEACHUM)** INCREASE IS EXTREME.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

MICHEAL PULASKEY

(517)874-6025

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Century Telephone	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Oct 4, 1999	Call In	DECAST	**ADVISED AND EDUCATED ON EXCHANGES TOO. (oc:MICHEAL PULASKEY)** SUGGESTED HE SEND PLAT MAP TO CO.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

JOHN BURGESS

(310)517-756-

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Sep 22, 1999	Call In	DECAST	**OPPOSED TO RATE INCREASE (oc:JOHN BURGESS)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Wendy Pellegrin

(313)255-6496

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	rs
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Sep 27, 1999	Call In	DLHOPKI	**U-12077 (AETCP) (oc:Wendy Pellegrin)** Wanted to know what this was. Explained.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Cheryl Tatara

(231)734-2965

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	r
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 1, 1999	Call In	WITTE	**Ms. Tatara called to complain about U-12077 (oc:Cheryl Tatara)** Ms. Tatara called to complain about the increase in U-12077. Says that she signed on for $5 for 2 hours and that's what it should stay. New people signing on can pay the higher rate.

Re: Art Baldwin

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Art Baldwin

(248)624-0030

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Msg Call Back/No Con

History

Date	Activity	User	Reference
Oct 8, 1999	Call In	WITTE	**Customer left msg on overflow (oc:Art Baldwin)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

WALTER RUBINSTEIN
25801 SOUTHWOOD
Southfield, MI 48075

(248)559-0891

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Open Complaint

History

Date	Activity	User	Reference
Sep 7, 1999	Call Out	DECAST	**WANTS TO SEE FILING (oc:WALTER RUBINSTEIN)**

Re: Clyde Kastl

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Clyde Kastl

(231)885-2295

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	rs
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 7, 1999	Call In	DLHOPKI	**U-12077. (oc:Clyde Kastl)** Feels rate request is too high.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

XAN GOODMAN
P.O. BOX 6583
East Lansing, MI 48826

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

Audrey Meidinger
(517)241-6251
audrey@ermisweb.cis.state.mi.us

Re: Amy Wellman

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Amy Wellman
Spring Port, MI

(517)857-2598

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 8, 1999	Call In	AUDREY	**can't afford the increase Why is it more than double (oc:Amy Well** Feels the increase is very unfair.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Gary Healy
3900Cramer Rd
Akron, MI 48701
U.S.A.

(517)691-5171

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	rs
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Sep 9, 1999	Call In	DLHOPKI	**U-12077. (oc:Gary Healy)** Is on AETCP unlimited. Objects to the BIG increase for that. A $20 increase is way too much. Wants his objection registered.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

JOE REKART
4959 N 7 ROAD
Mesick, MI 49668

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	

History

Date	Activity	User	Reference
Oct 5, 1999	Call In	DECAST	**OPPOSED TO RATE INCREASED ---- (oc:JOE REKART)** INCREASE WILL PRICE A LOT OF PEOPLE OUT. WHY NOT INTERMEDIATE STEP?

Re: PENNY PIERSON

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

PENNY PIERSON

(517)879-5331

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Oct 4, 1999	Call In	DECAST	**OPPOSES ANY INCREASE IN UNLIMITED AETCP. (oc:PENNY PIERSON)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

JANE BRIGHAM

(517)867-4327

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Oct 1, 1999	Call In	DECAST	**OPPOSES AETCP RATE INCREASE (oc:JANE BRIGHAM)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

KATHY SCHMIDT
4287 -2 HWY M-55
Prudenville, MI 48651

(517)389-4291

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Oct 5, 1999	Call In	DECAST	**OBJECTS TO INCREASE---- (oc:KATHY SCHMIDT)** CHILDREN'S SCHOOL AND ALMOST EVERYTHING ELSE OF IMPORTANCE LONG DISTANCE.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

JAMES RANDALL

(231)972-7723

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Sep 28, 1999	Call In	DECAST	**OPPOSES AETCP RATE INCREASE (oc:JAMES RANDALL)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

James Walechka

(906)639-2259

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 6, 1999	Call In	AUDREY	**can't afford the plan and will go off if the increase i (oc:James**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

CORIENA RICHMOND

(517)845-6477

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	

History

Date	Activity	User	Reference
Sep 27, 1999	Call In	DECAST	**HAS AETCP!!! SAYS ANY RATE INCREASE A RIP-OFF!!! (oc:CORIENA RIC**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

GLADYS HOLDER

(313)833-6284

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Sep 23, 1999	Call In	DECAST	**OPPOSES ANY RATE INCREASE --- (oc:GLADYS HOLDER)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Sheila LaBreche
1935 Stonebrook Circle
Grand Rapids, MI 49505

(616)456-7099

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	r
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Sep 16, 1999	Call In	WITTE	**Cst wants copy of Ameritech's U-12077 Proposal (oc:Sheila LaBrech** Customer called to request that the MPSC send her a copy of Ameritech's U-12077 proposal.
Sep 17, 1999	Other	WITTE	**Referred inquiry to dockets (oc:Sheila LaBreche)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

IRENE UBBENJANZ

(517)257-4952

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Century Telephone	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Oct 1, 1999	Call In	DECAST	**OPPOSES ANY RATE INCREASE (oc:IRENE UBBENJANZ)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Delores Volpe

(906)827-3398

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Sep 27, 1999	Call In	AUDREY	**does not like the increase (oc:Delores Volpe)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Jessica Brissette

(517)879-6558

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	rs
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 1, 1999	Call In	DLHOPKI	**U-12077. (oc:Jessica Brissette)** Objects to rate increase for unlimited AETCP. That's way too much money.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Tim Tank

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 4, 1999	Call In	AUDREY	**does not like the increase (oc:Tim Tank)** wants the MPSC to re-gect the increase

(517)241-6248

Re: Mr. and Mrs. David Hopkins

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Mr. and Mrs. David Hopkins
9665 Alkire Rd.
Bear Lake, MI 49614

(231)864-3697

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Century Telephone	**Bus/Res**	
Co. Person	CNT - Pam Kuhl	**Complaint Code**	2.02, 0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Sep 17, 1999	Call Out	EECLICK	**(oc:Mrs. Hopkins)** Lots of static in line especially when there is moisture. Also upset about AETCP increase.
Sep 21, 1999	Other	EECLICK	**CNT, FAX: 1(517)879-5299, Complain.rtf** --======= RESULT =======-- Fax scheduled on port COM2. Sent on 09/21/1999 at 17:05 Pages = 2 - Duration = 01 min. 59 sec. Remote ID = 5178795299 --======= USERNOTES =======-- Mrs. Hopkins stated in her call to me that there was severe static on their line any time it rains or even when it is just humid outside. Says it doesn't just affect their line, but all of their neighbors as well. Other neighbors have reported problem, but nothing has been done. Would someone please check out this problem and report back to me? Thanks. Esther Lamb

(517)241-6248

Re: Mr. and Mrs. David Hopkins

Michigan PSC Complaint. Please respond within 10 days.

History

Date	Activity	User	Reference
Sep 22, 1999	Call Out	EECLICK	**Called Roger Machin-Centel (oc:Mr. and Mrs. David Hopkins)** Problems in that area with remote swtich. Replaced a bad repeater and clock card in the switch. Talked to customer and explained what had been done. Just placed fibre optic cable to that location and will be cutting over in next 60 days. Should solve the problem.
Sep 22, 1999	Form	EECLICK	**General Close Letter (oc:Mr. and Mrs. David Hopkins)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

MARK NYMAN
7730 N. ELEVEN ROAD
Mesick, MI 49668

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Oct 5, 1999	Call In	DECAST	**OPPOSES AETCP RATE HIKE !!!!! (oc:MARK NYMAN)** THEY HAVE SMALL LCL CALLING AREA!!!!!

Re: Dave Gerron

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Dave Gerron

(906)478-7111

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Msg Call Back/No Con

History

Date	Activity	User	Reference
Oct 8, 1999	Call In	WITTE	**Customer left msg on overflow (oc:Dave Gerron)**
Oct 11, 1999	Call Out	GBELL	**Called customer (oc:Dave Gerron)** G.Bell explained to customer that MPSC Has no jurisdiction over cellular service. He was objecting to the lack of choice of cellular providers and their rates.
Oct 11, 1999	Call Out	GBELL	**Dialed customer/no answer (oc:Dave Gerron)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

LAURIE M. MANCHESTER

(517)867-4375

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Oct 1, 1999	Call In	DECAST	**OPPOSES ANY INCREASE IN AETCP !!!! (oc:LAURIE M. MANCHESTER)** INCREASE WILL WIPE OUT ANY BENEFIT OF SVC.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Lelo Bissit

(231)587-5704

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company

Bus/Res

Co. Person

Complaint Code

Industry Communications

Complaint Status Closed Complaint

History

Date	Activity	User	Reference
Sep 20, 1999	Call In	AUDREY	**Cust. does not like the rate increase and wants it stop (oc:Lelo**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Frank Behlilng

(517)857-2017

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Sep 21, 1999	Call In	AUDREY	**Why does the MPSC let this happen (oc:Frank Behlilng)** He is very much against this rate increase and hopes the MPSC will stop it.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

VIRGINIA RUMINSKI
2571 GRINDSTONE RD
Port Austin, MI 48467

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Oct 5, 1999	Call In	DECAST	**OPPOSES AETCP RATE INCREASE ---- (oc:VIRGINIA RUMINSKI)** CALLING AREA IS SMALL.

Re: Betty Reinsberger

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Betty Reinsberger
6230 56th Ave.
Hudsonville, MI 49426

(616)875-8745

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	rs
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Sep 28, 1999	Call In	DLHOPKI	**U-12077. (oc:Betty Reinsberger)** Feels that this increase is way too high. Everywhere she calls is long distance and doubling the rate is unreasonable.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Kathy Jackson

(517)857-4365

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	rs
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 1, 1999	Call In	DLHOPKI	**U-12077. (oc:Kathy Jackson)** Can't call anywhere without it being long distance. She has the service and can't afford such a huge increase in her service. She'll have to discontinue her service because she's on limited income.

Re: Norman Gephart

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Norman Gephart
South Boardman, MI 49680

(231)369-4265

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ace Telephone Co.	**Bus/Res**	RS
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Oct 5, 1999	Call In	HLBRAD	**Customer left msg on overflow (oc:Pam Gepthart)**
Oct 8, 1999	Call Out	HLBRAD	**Cust objects to proposed increase in AEDCP rate by Amer (oc:Pam G**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Jim Tippett
Marlette, MI 48453

(517)635-2948

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Century Telephone	**Bus/Res**	RS
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Sep 30, 1999	Call In	HLBRAD	**Customer left msg on overflow (oc:Jim)**
Oct 5, 1999	Call Out	HLBRAD	**Cust apposes increase in AEDCP rates (oc:Jim)**

Re: Anita B. Cook Prahl

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Anita B. Cook Prahl
1703 Gray's Lane
Kingsley, MI 49649
U.S.A.

(231)263-3177

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Century Telephone	**Bus/Res**	Residential
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 8, 1999	Call In	RGCHOU	**Email from Customer (oc:Anita B. Cook Prahl)** *** RGCHOURA *** October 8, 1999 at 8:30am Case # U12077 .....This is a hefty increase and I feel you people are pricing the common everday folk right out of a telephone. Don't you have any conscience for the pensioners or any of the hard working people in this country? Gouge! Gouge! Gouge!

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

MARGO CAHILL

(231)275-5296

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Sep 30, 1999	Call In	DECAST	**AETCP CUSTOMER OPPOSED TO RATE INCREASE (oc:MARGO CAHILL)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Lois E. Macon
1551 Chateaufort Pt.
Detroit, MI 48207

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	rs
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Fwd to other Staff

History

Date	Activity	User	Reference
Sep 20, 1999	Other	RAJOHN	**Added September 17, 1999 (82) Link (oc:Lois E. Macon)**
Sep 20, 1999	Action	EECLICK	**Review Mail Correspondance (oc:Lois E. Macon)** Took to Case Management for Case File.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Amy Brown

(517)857-4181

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	RS
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 5, 1999	Call In	DLHOPKI	**U-12077. (oc:Amy Brown)** Objects. Rates high enough.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Ms. Beekham

(906)647-2820

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 8, 1999	Call In	WITTE	**Customer left msg on overflow - against increases (oc:Ms. Beekham**
Oct 11, 1999	Call Out	WITTE	**Called customer, just wanted her comments on record (oc:Ms. Beekh** Says she is against the proposed Ameritech rate increases. Says her bills just keep going up.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

John Collis

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Sep 24, 1999	Call In	AUDREY	**Cust. is against any increase (oc:John Collis)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

LAURA SHOEMAKER

(616)891-1517

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Sep 27, 1999	Call In	DECAST	**OPPOSES RATE INCREASE!!!! IT'S PREDATORY (oc:LAURA SHOEMAKER)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Dianne Faubert
403 Flamingo
Rochester Hills, MI 48309-

(248)299-5676

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	r
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Sep 27, 1999	Call In	WITTE	**Ms. Faubert left msg on my voice mail - AETCP (oc:Dianne Faubert)** Ms. Faubert called to complain about the AETCP charge on her phone bill. Says bills just keep going up. It costs $10 before you even make a call.
Sep 29, 1999	Call Out	WITTE	**Called Ms. F, 4:30 pm, left msg explaining AETCP (oc:Dianne Faube**
Sep 30, 1999	Call In	WITTE	**Ms. F called back, said she is against U-12077 incrs (oc:Dianne F** Ms. Faubert called back to state that she is against the U-12077 increase.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Howard Sheilds
22711 13 mile Rd
Mesick, MI 49668

(231)885-1076

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ace Telephone Co.	**Bus/Res**	RS
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Oct 5, 1999	Call In	HLBRAD	**Customer left msg on overflow (oc:Howard Sheilds)**
Oct 7, 1999	Call Out	HLBRAD	**Cust apposed to proposed increase in AEDCP plan (oc:Howard Sheild** cust presently is subscribing to AEDCP plan does not want an increase in rate

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

SHANNON PHILEMON
N14380 COUNTY ROAD 553 APT 1
Wilson, MI 49896

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Oct 7, 1999	Call In	DECAST	**OPPOSES RATE INCREASE (oc:SHANNON PHILEMON)**
Oct 7, 1999	Call In	DECAST	**OPPOSES RATE INCREASES (oc:SHANNON PHILEMON)** ALMOST ALL CALLS ARE IN AETCP.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Robert Miller

(906)647-7582

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 11, 1999	Call In	AUDREY	**can't afford the increase (oc:Robert Miller)** Its to much for senior citizens to pay.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

TASUM INSCO

(734)586-3457

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Open Complaint

Re: Renee Ondrejka

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Renee Ondrejka

(517)453-3267

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 7, 1999	Call Back	AUDREY	**Call back customer (oc:Renee Ondrejka)**
Oct 7, 1999	Call Out	AUDREY	**The increase is to high (oc:Renee Ondrejka)** Why do they have to double it. Why can't they increase slowly. They do not make that many calls and this would be more than not having the plan. The people that have computers should pay more.

Re: Madeline Miller

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Madeline Miller

(616)956-3139

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	r
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Sep 16, 1999	Call In	WITTE	**Customer left msg on overflow (oc:Mrs. Miller)**
Sep 16, 1999	Call Out	WITTE	**Called customer, 2:20 pm, no answer (oc:Mrs. Miller)**
Sep 16, 1999	Call Out	WITTE	**Called customer, 3:30 pm, left message (oc:Mrs. Miller)**
Sep 16, 1999	Call In	WITTE	**Ms. Miller is opposed to U-12077 rate increase (oc:Madeline Mille** Ms. Miller called with the following comments: Deregulation is supposed to bring prices down not up. It seems like prices have just gone up. Said she would like to oppose Ameritech's proposed rate increase in U-12077.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Gwen Huges
2419 w. mt. morris rd.
Mount Morris, MI 48458

(810)564-0353

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Sep 14, 1999	Call In	AUDREY	**Cust. does not want the rate increase to go thru (oc:Gwen Huges)** Cust. is a senior citizen and can't afford the rate increase and wants the MPSC to know about it.

Re: Don Korson

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Don Korson
Suttons Bay, MI 49682

(231)271-6242

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	RS
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Sep 30, 1999	Call In	HLBRAD	**Customer left msg on overflow (oc:Don Corson)**
Oct 5, 1999	Call Out	HLBRAD	**comments on Ameritech's AEDCP proposal (oc:Don Corson)** Cust would like to see a one hour plan started per month Cust would like to see the current rates remain the same

Re: Paul Rajala

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Paul Rajala

(906)355-2511

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Oct 1, 1999	Call In	AUDREY	**does not the increase (oc:Paul Rajala)** Wants the MPSC to look very carefully at the increase before approving it.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

TONI RHOADES
4414 M-65
Oscoda, MI 48750

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 4, 1999	Call In	DECAST	**USES AETCP TO CALL OSCODA --- OPPOSES INCREASE (oc:TONI RHOAD** FEELS SHE CAN'T CALL "HER OWN TOWN" (HAS OSCODA ADDRESS) BUT HALE.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Laura Simmerson

(231)885-1307

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 8, 1999	Call Back	AUDREY	**Return Call From Customer (oc:Laura Simmerson)**
Oct 8, 1999	Call Out	AUDREY	**Returned customer's call (oc:Laura Simmerson)**
Oct 8, 1999	Call In	AUDREY	**Is against the increase - its to much at one time (oc:Laura Simme**

Re: Larry Arndt

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Larry Arndt

(517)874-5586

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	rs
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 7, 1999	Call In	DLHOPKI	**U-12077. (oc:Larry Arndt)** Says everywhere he calls is long distance and such a huge increase in rates is unwarranted. Thinks it's outrageous what co can charge.

Re: Dennis Satterlee

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Dennis Satterlee

(517)857-2217

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 5, 1999	Call In	AUDREY	**cust. does not like this increase 15.00 is enough (oc:Dennis Satt**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Mrs. Emmerson Pilaske

(517)428-4478

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Oct 1, 1999	Call In	AUDREY	**does not agree with increase (oc:Mrs. Emmerson Pilaske)** Cust. will drop out of this plan if AM increases it.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Jan Fehner

(906)647-3531

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	r
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 7, 1999	Call In	WITTE	**Ms. Fehner believes U-12077 proposal is outrageous (oc:Jan Fehner** Ms. Fehner is opposed to Ameritech's U-12077 proposal.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

AMY NIJAKOWSKI

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Century Telephone	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Oct 4, 1999	Call In	DECAST	**WE NEED INTERMEDIATE PLAN!!!!! (oc:AMY NIJAKOWSKI)** LESS THAN UNLIMITED BUT MORE THAN 2. 15 OR 18 HOURS.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Kathryn Shaw

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 4, 1999	Call In	AUDREY	**does not want the increase (oc:Kathryn Shaw)** increase does not make sence. Its to much.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Sue Frakes

(231)369-2977

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	rs
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 5, 1999	Call In	DLHOPKI	**U-12077. (oc:Sue Frakes)** Objects to request for rate increase on U-12077. Everywhere she calls is long distance and this is a huge increase for her.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Rosalie Krentz
8509 Janis St.

(810)997-4060

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	rs
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Sep 20, 1999	Call Out	DLHOPKI	**U-12077. (oc:Rosalie Krentz)** Says she objects to Ameritech's request for rate increase. Thinks that co put too many charges on your bill now and they don't need any more rate increases.

Re: Esther Madeer

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Esther Madeer

(810)756-0435

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Sep 20, 1999	Call Out	DLHOPKI	**Returned customer's call (oc:Esther Madeer)**
Sep 20, 1999	Call Out	DLHOPKI	**U-12077. (oc:Esther Madeer)** Wanted to know what 12077 was about. Says she doesn't have the AETCP plans. Told her those rates will not affect her. Said that's all she wanted to know.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Vera MacLean
3176 W. Palnk Rd
National City, MI 48748

(517)469-2710

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Sep 17, 1999	Call In	AUDREY	**cust. can't afford the rate increase and objects (oc:Vera MacLean** Cust. hopes the commission does not allow Am to increase her rates.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Pam Millar

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 7, 1999	Call In	AUDREY	**does not want to pay for something she does not use (oc:Pam Milla** She does not have a computer or teenages and does not feel the increase is fair for her. They should charge the people that use the plan the most.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Cheryl Schulte

(517)428-4779

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 4, 1999	Call In	AUDREY	**cust. does not like the increase (oc:Cheryl Schulte)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

PATRICIA MAZOR
17401 NESSON CITY ROAD
Copemish, MI 49625

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Oct 5, 1999	Call In	DECAST	**ISP IS LONG DISTANCE --- BUT ADMITS TO USING IT (oc:PATRICIA MAZO** QUITE A BIT. JUST ON SOCIAL SECURITY.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Paul Evens

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 7, 1999	Call In	AUDREY	**against rate increase (oc:Paul Evens)** She is a senior citizen on a fixed income. This increase is to high. She cannot afford the extra 20.00 a month - it is simply not in her budget.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Sandi Ingles
17401 S. Johnson Rd.
Rudyard, MI 49780

(906)478-4119

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Century Telephone	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Oct 11, 1999	Call In	GBELL	**Initial Contact (oc:Sandi Ingles)** Customer objects to the proposed rate change for the AETCP rates per U-12077.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Roy Stopper

(231)839-2680

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	R
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	

History

Date	Activity	User	Reference
Oct 11, 1999	Call In	GBELL	**Customer left a callback message (oc:Roy Stopper)**
Oct 11, 1999	Call Out	GBELL	**Returned customer's call (oc:Roy Stopper)** Customer objects to the proposed rate change for the AETCP per U-12077 and does not want it approved by the MPSC.

Re: Thomas E. Beaver

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Thomas E. Beaver
3309 Tanda
Kalamazoo, MI 49004

(616)343-9709

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	rs
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Fwd to other Staff

History

Date	Activity	User	Reference
Sep 20, 1999	Other	RAJOHN	**Added September 20, 1999 (69) Link (oc:Thomas E. Beaver)**
Sep 21, 1999	Action	EECLICK	**Review Mail Correspondance (oc:Thomas E. Beaver)** Gave to Executive Secretary's Office for filing in case file.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Suan Ervin

(231)972-4106

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	RS
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Sep 29, 1999	Call In	HLBRAD	**Customer left msg on overflow (oc:Suan Erven)**
Oct 1, 1999	Call Out	HLBRAD	**Cust apposed to "that much of an increase" (oc:Suan Ervin)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Betty Franks

(616)874-7238

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	rs
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Oct 1, 1999	Call Out	DLHOPKI	**U-12077. (oc:Betty Franks)** Wanted to know what AETCP means. Explained. She's not on it and wouldn't benefit her.
Oct 1, 1999	Form	DLHOPKI	**General Close Letter HOPKINS (oc:Betty Franks)**

Re: Judy and Robert Lee

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Judy and Robert Lee
1580 E. Twining Rd.
Turner, MI 48765

(517)876-8232

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	r
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 7, 1999	Call In	WITTE	**Ms. Lee called to say she's opposed to U-12077 (oc:Judy and Rober** Customer called to say she was angry about the proposed increase.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

SCOTT BROWN
5717 THORNTON
Elmira, MI 49730

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

Re: RON BATES

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

RON BATES

(906)639-2790

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Open Complaint

History

Date	Activity	User	Reference
Oct 8, 1999	Msg Rtrd	DECAST	**OPPOSED TO AETCP RATE INCREASE !!!!! (oc:)** CALLING AREA IS VERY SMALL

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Eugene Bercheni

(734)479-0516

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 1, 1999	Call In	AUDREY	**cust. does not like the increase (oc:Eugene Bercheni)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Darci Arntz

(517)689-6731

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Sep 29, 1999	Call In	HLBRAD	**Customer left message (oc:Darci Arntz)** Cust upset that Ameritech is proposing to increase AEDCP to $35

Re: SUSAN PETTENGILL

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

SUSAN PETTENGILL

(616)623-8432

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Open Complaint

History

Date	Activity	User	Reference
Sep 27, 1999	Call In	DECAST	**OPPOSES ANY RATE INCREASES (oc:SUSAN PETTENGILL)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

JEANETTE RASLICH

(810)789-7906

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Sep 29, 1999	Call In	DECAST	**CONCERNED ABT RATE INCREASE (oc:JEANETTE RASLICH)** DIDN'T SEEM AWARE IT ONLY COVERS AETCP
Sep 29, 1999	Call In	DECAST	**MRS. JAMES POINTED OUT THAT IT DOES.... (oc:JEANETTE RASLICH)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Pam Casperi

(616)940-6075

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Sep 28, 1999	Call In	AUDREY	**Cust. does not like the increase (oc:Pam Casperi)**

Re: Brenda Mezeske

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Brenda Mezeske

(231)889-5997

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 4, 1999	Call In	AUDREY	**Cust. does not agree with the rate increase (oc:Brenda Mezeske)**

Re: Niel Christensen

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Niel Christensen

(231)275-6872

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
Fax 517-241-6272

Company	Ameritech of Michigan	**Bus/Res**	r
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 1, 1999	Call In	WITTE	**Mr. Christensen objects to U-12077 increase (oc:Niel Christensen)** Mr. Christensen called to complain about all the "taxes" on his telephone bill. Specifically, he wanted to object to U-12077 increase.