Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Theresa Terry

(810)826-8980

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 14, 1999	Call In	DLHOPKI	**U-12077. (oc:Theresa Terry)** Didn't understand what this was about. Doesn't have it. Told her would only affect her bill a few cents for the surcharge.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Maxine Evenn

23186234331

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 18, 1999	Call In	DLHOPKI	**U-12077. (oc:Maxine Evenn)** Objects to rate increase. Won't be able to afford it if rate goes that high.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Rodney Johns

(517)653-2235

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 14, 1999	Call In	DLHOPKI	**U-12077. (oc:Rodney Johns)** Feels proposed rate is way too high. Will not be able to afford her calls.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Faith Willis

(517)653-3511

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 12, 1999	Call In	AUDREY	**opposed to the increase (oc:Faith Willis)** $20 increase is to much.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Patricia Metzger

(517)867-4734

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 18, 1999	Call In	WITTE	**Ms. Metzger opposed to U-12077 increase (oc:Patricia Metzger)** Ms. Metzger is opposed to the increase proposed in U-12077. Says everything is long distance from her. $15 is reasonable. $35 would not be.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Barbara Still

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 13, 1999	Call In	AUDREY	**to large of an increase for sensior citizens (oc:Barbara Still)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Betty Jean Lauzon
P.O. Box 783
Pinconning, MI 48650

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

Company	No Specific Company	**Bus/Res**	r
Co. Person		**Complaint Code**	0-12071, 0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Oct 14, 1999	Call In	GBELL	**Customer left message (oc:Betty Jean Lauzon)** Per message, customer wants copies of the U-12071 and U-12077 rate case applications Requested was forwarded to Dockets for followup.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Laura Watson
41634 Amberly
Clinton Twp., MI 48038

(810)286-9049

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 13, 1999	Call Out	RGCHOU	**Returned customer call (oc:Laura Watson)** customer oppesed to the rate increase.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

SANDRA HUGHES
Carp Lake, MI 49718

(231)537-2118

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

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

History

Date	Activity	User	Reference
Oct 15, 1999	Call In	DECAST	**OPPOSED TO CNT RATE INCREASE !!!!! (oc:SANDRA HUGHES)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Phyllis Koozma

(810)564-9776

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 12, 1999	Call In	DLHOPKI	**U-12077. (oc:Phyllis Koozma)** Ct objects to rate increase. Thinks it's way too high.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Kristina and RodneyThompson

(231)864-2909

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 11, 1999	Call In	WITTE	**Customer left msg on overflow (oc:Christina Thompson)**
Oct 12, 1999	Call Out	WITTE	**Called customer, 2 pm, left message (oc:Christina Thompson)**
Oct 12, 1999	Call In	WITTE	**Ms. Thompson opposes U-12077 increase (oc:Kristina and RodneyThom** Ms. Thompson called back. Feels that they pay enough for phone service as it is. Says she could understand a $5 increase but $20! She feels that Ameritech is missing the boat. They are risking losing customers.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Elaine Haliburda

(734)586-3332

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 12, 1999	Call Back	AUDREY	**Return Call From Customer (oc:Ellen)**
Oct 12, 1999	Call In	AUDREY	**does not like the increase from 15 to 35 (oc:Elaine Haliburda)** Cust. cannot afford this increase and will cancel the plan. The increase is to large.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Nancy Stec

(906)647-8245

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 12, 1999	Call In	DLHOPKI	**U-12077. (oc:Nancy Stec)** Thinks $20 increase is way too high. Co doesn't need any more rate increases.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Mr. Summerfield

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 Complaint

History

Date	Activity	User	Reference
Oct 12, 1999	Call In	AUDREY	**Cust. very upset about the increase. (oc:Mr. Summerfield)** Everywhere he calls is long distance and he cannot afford the rate increase. Please tell the MPSC not to let the increase go thru.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Loretta Haten

(231)885-1538

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 12, 1999	Call Out	DLHOPKI	**U-12077. (oc:Loretta Haten)** Objects to rate increase. Thinks rates are high enough. Is on limited income and can't afford a big increase.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Olva Cole
12101 Bordon Rd
Jonesville, MI

(517)549-8281

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 14, 1999	Call In	WITTE	**Customer left msg - against U-12077 increase (oc:Olva Cole)**
Oct 14, 1999	Call Out	WITTE	**Called customer, 2:20 pm, left message (oc:Olva Cole)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Chris Harrington

(810)636-4121

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 13, 1999	Call In	DLHOPKI	**U-12077. (oc:Chris Harrington)** Objects to rate increase. Too high of a jump.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Jennifer Okoniewski

(810)639-3816

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 14, 1999	Call In	AUDREY	**The fees are to much. No increase please (oc:Jennifer Okoniewski**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Alice Byron

(517)585-3945

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 12, 1999	Call In	AUDREY	**Cust. will drop the plan if it goes to $35.00 (oc:Alice Byron)** Cust. very much against the increase. Its to much.
Oct 12, 1999	Call In	DLHOPKI	**U-12077. (oc:Alice Byron)** Objects to rate increase. This call was from Mr. Byron. 1st call from Mrs. Byron.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Lori Badder
1148 E Bombay Road
Hope, MI 48628

(517)689-4022

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 12, 1999	Call In	RGCHOU	**Initial Contact on Complaint (oc:Lori Badder)** Disagrees with the proposed increase Feels the increase is to drastic

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Lucille Anderson
453 N. Huron
Au Gres, MI 48703

(517)876-8566

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

Company	CNT, AM	**Bus/Res**	RS
Co. Person		**Complaint Code**	1.08, 0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 18, 1999	Call In	HLBRAD	**Cust abjects to AEDCP proposed rate increase (oc:Lucille Anderson**

Re: Jill Brown

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Jill Brown
15964 S. M-52
Stockbridge, MI 49285

(517)851-0022

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

Company	General Telephone	**Bus/Res**	r
Co. Person	GTE - Michelle (Acti	**Complaint Code**	0-12077, 8.g
Industry	Communications	**Complaint Status**	Open Complaint

History

Date	Activity	User	Reference
Oct 14, 1999	Call In	GRAY	**Customer called (oc:Jill Brown)**

talked to customer

She is a GTE North customer. She lives in Washtenaw county , but has a Stockbridge Address) She pays taxes to Wastenaw County. She pays a 911 surcharge of $.58 per month.

Problem 1) When she dials 911 it rings to Ingham county. They will not send police to her house. they told her she was not on the Ingham service list.
NOTE I TURNED THIS ISSUE OVER TO MARGE. MARILYN TO INVESTIGATE.

Problem 2) She is living in a location with a GTE phone in the 517 area code. her children go to school in Chelsea, Ameritech and (734) area code. It is not only a long distance call, but is across LATA lines so she cannot get an adjacenct exchange calling rate from GTE. I told her it was not likely that local exchange or LATA boundaries would change, but with dialing 1 parity she should check with competitors to beat the 10 cents a minute she is currently paying.

Problem 3) She told me she called AT&T and they told her AT&T could not

Michigan PSC Complaint. Please respond within 10 days.

History

Date	Activity	User	Reference
			carry the traffic from Stockbridge to Chelsea. NOTE: I called Denise Pearl from AT&T. She agreed that AT&T could carry that traffic with dialing 1 parity. Denise will have an AT&'T rep call the customer
Oct 14, 1999	Call In	GRAY	**follow-up (oc:Jill Brown)** note from marge wilder (staff) the customer is served by GTE Systems (Contel of the South) , not GTE North. ameritech is responsible for 911 in this area

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Dawn Ostrander

(231)263-7982

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 18, 1999	Call In	DLHOPKI	**U-12077. (oc:Dawn Ostrander)** Didn't know what AETCP was. Explained. Said she didn't have it. Told her then her rate wouldn't change, except for the surcharge.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Nancy Mideras

(231)537-2614

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 14, 1999	Call In	DLHOPKI	**U-12077. (oc:Nancy Mideras)** Wanted to know what the case was all about Discussed her calling habits and how she could lower her bill.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Lois Mietz
2085 Woodside Dr.
Caro, MI 48723

(517)672-6344

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

Company	CNT, AM	**Bus/Res**	RS
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Oct 13, 1999	Call In	HLBRAD	**Customer left message (oc:Louise Meads)**
Oct 13, 1999	Call Out	HLBRAD	**Cust objects to increase in AEDCP (oc:Louise Meads)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Delores Foos
Thompsonville, MI 49683

(231)378-4656

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

Company	ACT, AM	**Bus/Res**	RS
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Oct 12, 1999	Call In	HLBRAD	**Customer left msg on overflow (oc:Delores)**
Oct 14, 1999	Call Out	HLBRAD	**Cust objects to AEDCP proposed increase (oc:Delores)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Jennifer Searcy

(906)248-3361

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 13, 1999	Call In	GBELL	**Customer left a callback message (oc:Jennifer Searcy)**
Oct 18, 1999	Call Out	GBELL	**Called customer (oc:Jennifer Searcy)** Customer objects to the proposed rate change for the Adjacent Exchange toll Call Plan as unneeded and an added burden to customers. Having this call plan helps make her phone service more affordable, since she has a very small EAS.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Suzan Szek

(231)269-3757

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 15, 1999	Call In	DLHOPKI	**U-12077. (oc:Suzan Szek)** Objects to rate increase. Too high. Can't afford that much.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Pam Williams

(231)885-1182

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 18, 1999	Call In	WITTE	**Ms. Williams is opposed to U-12077 increase (oc:Pam Williams)** Ms. Williams called to oppose U-12077 increase. Says her bills are already high enough.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Jeffrey Trumbill

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 12, 1999	Call In	DLHOPKI	**U.12077. (oc:Jeffrey Trumbill)** Objects to rate increase. Too high.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Cherie Crosley

(810)639-5999

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 13, 1999	Call In	DLHOPKI	**U-12077 (oc:Cherie Crosley)** Objects to rate increase. Everywhere she calls is long distance. Illness in home and needs phone.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Jim Spencer

(906)647-2521

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 18, 1999	Call Out	DLHOPKI	**U-12077. (oc:Jim Spencer)** Objects to high rate increase for unlimited AETCP. Will cancel if it goes up that high.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Tom Balinsky
7221 E. M-48
Pickford, MI 49774

(906)647-2533

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

Company	CNT, AM	**Bus/Res**	RS
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 13, 1999	Call In	HLBRAD	**Customer left msg on overflow (oc:Tom Blinsky)**
Oct 14, 1999	Call Out	HLBRAD	**Left call back message (oc:Tom Blinsky)**
Oct 18, 1999	Call In	HLBRAD	**Cust objects to AEDCP proposed rate increase (oc:Tom Balinsky)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

LINDA HARLAN
21622 S M-129
Pickford, MI 49774

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 15, 1999	Call In	DECAST	**OPPOSES ANY INCREASE IN AETCP !!!!! (oc:LINDA HARLAN)** VERY SMALL LCL CALLING AREA. BIGGEST TOWN, DRS. DENTISTS ARE LONG DISTANCE.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Anna Hedrick

(810)639-3890

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 12, 1999	Call In	DLHOPKI	**U-12077. (oc:Anna Hedrick)** Objects to rate change, but she doesn't use the service.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Cherylynn Rye

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 18, 1999	Call In	AUDREY	**against the increase - its to much at one time. (oc:Cherylynn Rye**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Jerald Stec

(906)647-2515

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 12, 1999	Call In	AUDREY	**Increase is too large (oc:Jerald Stec)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Brenda Sesnick

(906)355-2505

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 13, 1999	Call In	DLHOPKI	**U-12077. (oc:Brenda Sesnick)** Objects to rate increase. Can't afford it. It's too high.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Lyle Helm
3698 Garfield Rd
Pinconning, MI 48650

(517)879-4606

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

Company	CNT, AM	**Bus/Res**	RS
Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Inquiry

History

Date	Activity	User	Reference
Oct 12, 1999	Call In	HLBRAD	**Customer left msg on overflow (oc:Nancy Hell)**
Oct 14, 1999	Call Out	HLBRAD	**Cust objects to AEDCP proposed increase (oc:Nancy Hell)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Aaron Fox
38923 Fairfield
Sterling Heights, MI 48310-3150

(810)268-1938

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
Oct 4, 1999	Other	GBELL	**Recieved letter (oc:Aaron Fox)** Per letter, custoer objects to the proposed rate change for the Adjacent Exchange Toll Call Plan.
Oct 14, 1999	Other	GBELL	**Added af1099aetcp/customer's letter Link (oc:Aaron Fox)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Pat Machowski

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

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

History

Date	Activity	User	Reference
Oct 13, 1999	Call In	AUDREY	**does not agree with increase - its to much at one time (oc:Pat Ma**