Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

ELIZABETH JUNEAU
BOX 66
Foster City, MI 49834

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 25, 1999	Call In	DECAST	**OPPOSES INCREASE IN AETCP !!!! (oc:ELIZABETH JUNEAU)** LCL CALLING AREA MUCH TO SMALL. EVERYTHING, INCLUDING KID'S GRADE SCHOOL IS LONG DISTANCE. USES THE UNLIMITED NOW PROPOSED INCREASE JUST TO MUCH.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Thomas Coleman

(231)839-4192

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 25, 1999	Call Back	RGCHOU	**Call back customer (oc:Thomas Coleman)**
Oct 25, 1999	Call Back	RGCHOU	**Call the customer (oc:Thomas Coleman)**
Oct 25, 1999	Call Back	RGCHOU	**Call the customer (oc:MS Thomas Coleman)** asked about the USF and PICC charges

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Karen Jenison

(906)246-3765

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 20, 1999	Call In	AUDREY	**everywhere she calls is long distance (oc:Karen Jenison)** she is against the rate increase. The increase is to much at one time.

Re: Lori Keith

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Lori Keith

(517)879-7880

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 25, 1999	Call In	WITTE	**Ms. Keith called to oppose U-12077 increase (oc:Lori Keith)** Ms. Keith called to oppose Ameritech's U-12077 increase. Says if it passes, she will have to look for other local long distance options.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Margo Bottner
PO Box 22
Rosebush, MI 48878

(517)433-2170

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 22, 1999	Call In	RGCHOU	**AETCP rate to high to much increase (oc:Margo Bottner)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Chuck

(906)246-3454

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 25, 1999	Call Out	DLHOPKI	**U-12077. (oc:Chuck)** Objects to AETCP increase. Rate too high. Everywhere he calls is long distance.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Jennifer Hertis

(616)896-1460

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 20, 1999	Call Out	DLHOPKI	**U-12077. (oc:Jennifer Hertis)** Objects to U-12077. Thinks this rate is way too high. Had to drop it because of this.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

John Plumber

(231)537-2946

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 25, 1999	Call Out	DLHOPKI	**U-12077. (oc:John Plumber)** Didn't understand what this was all about. Explained. He doesn't have plan. Only effected by surcharge.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Amy Kuznow

(906)246-3447

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 20, 1999	Call Out	DLHOPKI	**U-12077. (oc:Amy Kuznow)** Objects to rate increase. Thinks it's too much. Can't call anywhere and this way too much of an increase.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Dinae Minthron
P.O. Box 586
Lake City, MI 49651

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 25, 1999	Call In	GBELL	**Customer rate case comments (oc:Dinae Minthron)** She' s opposed to the U-12077 rate case proposal. The newe rates would be excessive and unnecessary.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Susie Budek

(906)256-3589

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 19, 1999	Call Out	DLHOPKI	**U-12077. (oc:Susie Budek)** Ct objects rate increase. Has two separate lines and her bill would be over $100 a month just before she touches her phone.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Norma Ford

(517)879-2560

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 19, 1999	Call Out	DLHOPKI	**U-12077. (oc:Norma Ford)** Objects to increase in AETCP unlimited plan. Feels it's way too high. They are on fixed income and can't afford such an increase.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Dorothy Rowley

(231)537-2685

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 25, 1999	Call In	AUDREY	**does not like the increase (oc:Dorothy Rowley)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Seleste Calo

(906)246-3889

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 21, 1999	Call In	AUDREY	**Does not agree with the increase (oc:Seleste Calo)** Cust. does not have a 2nd line or computer and should not have to pay the increase.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Kathy Murray

(906)246-3352

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 19, 1999	Call Out	WITTE	**Ms. Murray opposes the U-12077 increase (oc:Kathy Murray)** Feels the increase is way too much. Feels it discriminates against people who live in rural areas.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Elizabeth Roschack

(906)639-2631

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 21, 1999	Call In	AUDREY	**Cust. is against the increase (oc:Elizabeth Roschack)** Everything is long dist. and they can only afford the $15.00. Cust. does have a computer but they are not on it to much - just to e-mail their friends. She thinks they probably only use about $200.00 worth of service.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Tammy or Joseph Williams
Turner, MI 48765

(517)756-4239

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
Oct 18, 1999	Call In	HLBRAD	**Customer left msg on overflow (oc:Tammy or Joseph Williams)**
Oct 19, 1999	Call Out	HLBRAD	**Cust. objects to AEDCP proposed rate increase (oc:Tammy or Joseph**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Kris Murray

(906)246-3789

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 19, 1999	Call In	WITTE	**Ms. Murray called to oppose the U-12077 increase (oc:Kris Murray)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Betty Kellogg

(231)537-2767

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 25, 1999	Call Out	DLHOPKI	**U-12077. (oc:Betty)** Objects to rate increase. Way too high.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

ARLENE OMAN
N7551 HANSEN RD
Iron Mountain, MI 49801

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 25, 1999	Call In	DECAST	**OPPOSED TO ANY INCREASE IN AETCP (oc:ARLENE OMAN)** LCL CALLING AREA MUCH TO SMALL, INCREASE IN UNLIMITED MUCH TO LARGE.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Gerald Walker

(231)924-5312

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, 8.e
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 25, 1999	Call Out	RGCHOU	**Returned customer's call (oc:Gerald Walker)** Ameritech proposed SLC increase Also the Adjacent exchange increase Customer very upset and felt should do away with MPSC

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

LUANN LOHFINK
67458 CO RD 426
Northland, MI 49869

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 22, 1999	Call In	DECAST	**OPPOSES AETCP RATE INCREASE (oc:LUANN LOHFINK)** LCL CALLING AREA MUCH TOO SMALL. CAN'T REACH ISP W/O MAKING LD CALL. CAN'T CALL WK FROM HOME, CAN'T CALL SON'S HIGH SCHOOL.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Jean Shelagowski
2245 N 9 mile road
Pinconning, MI 48650

(517)879-2952

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 19, 1999	Call In	RGCHOU	**Initial Contact on Complaint (oc:Jean Shelagowski)** Thinks the increase is a little step The customer feels it is too much

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Margorie Geukes
520 W 18 1/2 Road
Mesick, MI 49668

(231)885-1739

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 20, 1999	Call In	RGCHOU	**Initial Contact on Complaint (oc:Margorie Geukes)** Opposed to the proposed rate increase feels the increase is too much she cant call many people. the service is not worth the price proposed.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Judith Berg

(906)246-3517

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 20, 1999	Call Out	DLHOPKI	**Returned customer's call (oc:Judith Berg)**
Oct 20, 1999	Call Out	DLHOPKI	**U-12077. (oc:Judith Berg)** Objects to raise in unlimited AETCP. Such a large increase will put service out of reach of a lot of customers.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Bonnie Gerhardt

(810)687-2927

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 21, 1999	Call In	WITTE	**Customer called to oppose U-12077 increase (oc:Bonnie Gerhardt)** Customer called to oppose U-12077 increase. Their phone bill is already $70/mo. without long distance. They are on a fixed income and the increase would cause a hardship. Person she calls on the plan is her daughter who only lives about 5 miles away.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

John Doyle

(906)353-6907

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 21, 1999	Call In	DLHOPKI	**U-12077. (oc:John Doyle)** wanted to know what this was all about. Told her.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

William Kocek
Foster City, MI 49834

(906)246-3674

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

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

History

Date	Activity	User	Reference
Oct 20, 1999	Call In	HLBRAD	**Customer left msg on overflow (oc:Burnette Aocek)**
Oct 22, 1999	Call Out	HLBRAD	**Cust objects to proposed AEDCP rate increase (oc:Burnette Aocek)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

JOHN OMAN
METROPOLITAN RD
Iron Mountain, MI 49801

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 25, 1999	Call In	DECAST	**ALSO UNHAPPY ABOUT INCREASE---- (oc:JOHN OMAN)** EVERYTHING IS LONG DISTANCE.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Charles Hawkinson
1687 Stugen Bay Trail
Levering, MI 49755

(231)537-2535

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 19, 1999	Call In	RGCHOU	**Initial Contact on Complaint (oc:Charles Hawkinson)** customer feels the rate increase is unwarented Customer feels maybe a minor changes but this one is completly out of line it is 135% increase

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Lester Groshure

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 20, 1999	Call In	AUDREY	**he is on a limited income and cannot afford the increas (oc:Leste**

Re: Nita Hoffman

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Nita Hoffman

(517)585-3853

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 19, 1999	Call In	WITTE	**Called to oppose U-12077 increase (oc:Nita Hoffman)** Ms. Hoffman called to oppose U-12077 increase. Believes the increase is too much. Says she can't even call her kids' school locally.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Diane Menindorf

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 21, 1999	Call In	AUDREY	**Does not approved of the rate increase (oc:Diane Menindorf)** 35.00 is way to much. Most of the people she calls are 1/2 mile away.l

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Ted Carpenter
N 7621 Hanson Rd
Iron Mountain, MI 49801

(906)246-3313

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

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

History

Date	Activity	User	Reference
Oct 20, 1999	Call In	RGCHOU	**Initial Contact on Complaint (oc:Ted Carpenter)** Customer opposed to the proposed rate increase Feels it is unfair increase to rural customer.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Theresa Lahar
1190 E Newberg
Pinconning, MI 48650

(517)879-2737

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 22, 1999	Call Out	RGCHOU	**Returned customer's call (oc:Tisa Layha)** Thinks iit is a terable jump

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

JANIS NIENELA
Pelkie, MI 49958

(906)353-6706

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 22, 1999	Call In	DECAST	**LCL CALLING AREA MUCH TO SMALL (oc:JANIS NIENELA)** DRS, RETAIL SHE USES ALL LONG DISTANCE CALLS.
Oct 22, 1999	Call In	DECAST	**OPPOSES INCREASE IN AETCP ---- (oc:JANIS NIENELA)** LCL CALLING AREA ALREADY TO SMALL. CAN'T AVOID CALLING HOUGHTON AREA FOR MANY THINGS AND IT IS A TOLL CALL.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Daryl Larson

(906)246-3498

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 20, 1999	Call Out	DLHOPKI	**U-12077. (oc:Daryl Larson)** She has the unlimited AETCP. Objects to the rate increas. It's way too high. Cannot afford it if it goes up that high.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Janet Nelson

(906)246-3365

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 19, 1999	Call In	WITTE	**Ms. Nelson called to oppose U-12077 increase (oc:Janet Nelson)** Believes it discriminates against people who live in rural areas.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Rita Carlto
W 3082 Fintown Road
Foster City, MI 49834

(906)246-3525

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 21, 1999	Call In	RGCHOU	**Customer opposed to increase (oc:Rita Carlto)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Jeanne Nermy

(906)246-3113

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 25, 1999	Call Out	DLHOPKI	**U-12077. (oc:Jeanne Nermy)** Is upset that this increase is so large. This is outrageous. She can't call anywhere locally.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Reggie OSTWALD
5661 INGLESIDE
Levering, MI 49755

(231)537-2396

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 22, 1999	Call Back	RGCHOU	**Return Call From Customer (oc:Reggie)**
Oct 22, 1999	Call In	DECAST	**OPPOSES RATE INCREASE ---- (oc:Reggie)** LCL CALLING AREA TOO SMALL. CAN'T EVEN CALL KIDS SCHOOL. FIRE DEPARTMENT IS LONG DISTANCE. NO INTERNET PROVIDER IN LCL CALLING AREA.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Barbara Richmond
Milan, MI 48160

(734)434-2487

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**	1.05, 0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 21, 1999	Call In	WITTE	**Ms. Richmond upset with continued increases (oc:Barbara Richmond)** Upset that rates just keep going up. Every month she has more charges on her bill. She isn't on the Adjacent Call Plan but she thinks that the proposed increase is ridiculous. I advised her the the legislature is revising the MTA and gave her the addresses for her Michigan senator and rep.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Suzanne Gable

(906)647-6713

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 20, 1999	Call Out	DLHOPKI	**U-12077. (oc:Suzanne Gable)** Rates too high. Don't need to raise any more. Can't afford phone now.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Joel Neumann

(906)246-3413

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 25, 1999	Call In	WITTE	**Mr. Neumann called to oppose U-12077 increase (oc:Joel Neumann)** Mr. Neumann called to oppose U-12077 increase. Said they just learned about the proposed increase in their last bill -- didn't even have time to request a copy of the full proposal. Says this is a low income area -- they need the plan.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Frances Sarns

(906)635-5672

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 19, 1999	Call In	WITTE	**Thinks proposed U-12077 increase is ridiculous (oc:Frances Sarns)** Ms. Sarns called to complain about the proposed U-12077 increase. Says it would not be affordable at the increased rate. Would not be able to call her parents.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Jane Icorn

(906)639-2442

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Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 21, 1999	Call In	DLHOPKI	**U-12077. (oc:Jane Icorn)** Doesn't think it's worth $35.00. Too expensive. $15.00 is enough.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Judith Fike

(810)797-4235

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 22, 1999	Call In	WITTE	**Ms. Fike had question about U-12077 proposal (oc:Judith Fike)** Ms. Fike asked if she would be effected by the U-12077 proposal. She is on the 20 Mile Circle Calling Plan. I told her she would not be effected by the increase besides paying $.07/month surcharge instead of $.02/mo.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Perry Hewitt
PO Box 20
Newberry, MI 49868

(906)293-6000
(906)293-3000 work
(906)293-2000 fax
(906)293-9000 fax

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, 8.a
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 20, 1999	Other	WITTE	**Added fax from cst - wants larger local calling area (oc:Perry H**

Customer believes that $20 would be more equitable than $35 and believes the real issue is the limited local calling area. Believes the Commission should increase the local calling area in specific locations in the Eastern U.P. This is an informed customer.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Betsy Mattila

(906)523-3541

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 25, 1999	Call In	WITTE	**Customer left msg on overflow (oc:Betsy Madala)**
Oct 25, 1999	Call In	WITTE	**Ms. Mattila called to oppose U-12077 increase (oc:Betsy Mattila)** Ms. Mattila called to oppose U-12077 increase. Says increase is too much! Says she will have to go to another carrier which defeats the purpose of the program.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Karen Talaga

(517)697-3606

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 25, 1999	Call In	AUDREY	**is against (oc:Karen Talaga)**

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Linda Livermore

(906)595-7283

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 22, 1999	Call In	WITTE	**Customer left msg on overflow (oc:Linda Livermoor)**
Oct 22, 1999	Call Out	WITTE	**Customer called to oppose U-12077 increase (oc:Linda Livermoor)** Ms. Livermore is against Ameritech's proposed increase. She said it seems like we're being penalized for where we live".

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Karen Seelund

(906)246-3468

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 21, 1999	Call In	WITTE	**Ms. Seelund is opposed to U-12077 increase (oc:Karen Seelund)** Customer is opposed to the rate increase and says she does not understand why company would have to raise the rate so much.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Karen Johnson

(906)246-3391

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 21, 1999	Call In	AUDREY	**They live in the country and cannot afford 35.00 (oc:Karen Johnso** They can all no one unless its long distance.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Gretchen and Stanley Cousineau (906)246-3602

Service Quality Section
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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 19, 1999	Call In	WITTE	**Ms. Cousineau called to oppose U-12077 increase (oc:Gretchen and** Ms. Cousineau called to oppose the U-12077 increase "in the strongest terms".

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Mary Quigley

(906)297-5421

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 25, 1999	Call In	DLHOPKI	**U-12077. (oc:Mary Quigley)** rate increase request way too high. Co makes enough money as it is. Everywhere she calls is long distance.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Gary Shepley

(517)756-4690

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 25, 1999	Call In	DLHOPKI	**U-12077. (oc:Gary Shepley)** Objects to increase in rates for AETCP. Thinks it's way too high. Can't call anywhere as it is.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

George Snover

(517)871-2061

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 25, 1999	Call In	DLHOPKI	**U-12077. (oc:)** Objects to AETCP increase. Everywhere they call is long distance. Rate too high.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Nicholas Pane
PO box 468
Lake City, MI 49651

(231)839-2048

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 25, 1999	Call In	RGCHOU	**Initial Contact on Complaint (oc:Nicholas Pane)** Objects to increase Should not be allowed to go through no possible logical explanation for the increase

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Marilyn Dauphin (906)595-7280

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
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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 25, 1999	Call In	WITTE	**Customer left msg on overflow (oc:Marilyn Dauphin)**
Oct 25, 1999	Call Out	WITTE	**Called customer, 11:15 am, busy (oc:Marilyn Dauphin)**
Oct 25, 1999	Call Out	WITTE	**Ms. Dauphin called to oppposed U-12077 (oc:Marilyn Dauphin)** Ms. Dauphin called to oppose U-12077. Says they are on a limited income and could not afford the increase. Says that everything they call outside of Rexton is a long distance call. Have to call long distance to call their drug store, etc.

Michigan PSC Complaint. Please respond within 10 days.

On behalf of:

Elizabeth Michaels

Service Quality Section
Communications Division
6545 Mercantile Way, Lansing MI 48910
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Co. Person		**Complaint Code**	0-12077
Industry	Communications	**Complaint Status**	Closed Complaint

History

Date	Activity	User	Reference
Oct 25, 1999	Call In	AUDREY	**does not like the increase its to high 135% (oc:Elizabeth Michael** she wants competition