

300 Couchs Fish Lake Road
State Road, 2001
February 28, 2001

FILED

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Clerk's Office
N.C. Utilities Commission

Chief Clerk
North Carolina Utilities Commission
4325 Mail Service Center
Raleigh, NC 27699-4325

P-100, Sub 137C

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To Whom It May Concern

TEN DIGIT DIALING AND EXTENDED LOCAL SERVICE

I am not opposed to the ten-digit dialing. However, I am concerned how people will know the area code if it is not in a certain area. For example, if I'm calling Statesville, NC I know the area code is 704. Any number I dial in that area will have the 704 area code. If the existing 336 area code will keep the 336 area code, and any new numbers will have the new area code, how will people know the area code if two area codes exist in the same area?

Another area I would like to address is the extended local dialing. I received a rude awakening when I moved from Elkin, NC to State Road, NC. I kept seeing a charge for toll charges and called the telephone company and received a recording explaining the charges. I am a school teacher and am well educated. However, the recording explanation of the charges could have been in a foreign language and I would have understood the same. The recording did not give a good explanation as to why I was being charged for some of my calls and not others. Also, when I received my telephone bill, it did not give me a detailed list of numbers in which I was being charged. I had to ask the telephone company for a detailed list for my toll charges. I was shocked when I found out that I was charged ten cents a minute for calling 15 minutes down the road to Roaring River (prefix of 696) but not charged for calling 30-40 minutes down the road in the same direction to North Wilkesboro and Wilkesboro (prefixes 667 and 838, respectively). I had to call the Public Utility Commission to find out the prefixes I could and couldn't call without being charged.

I understand that some members of the Public Utility Commission requested to have eight digits for toll calls so the public would understand that they would be charged for the call. Instead, consumers can call extended local calls with only seven digits and be charged and not understand why.

Recently, my stepdaughter came to live with us. She is 16 years old and has been known to run up a large phone bill at her mother's house. I telephoned Sprint and expressed my concern. I asked what could be done to prevent her from calling numbers that charged us. The telephone company suggested a 1+ block, which I gladly accepted (this allowed me to call 1-800). I also asked for a block to prevent her from calling the seven digit numbers that charges us on our telephone bill. An employee of Sprint suggested an ELKA block. The block was to take affect on November 13, 2000. Twelve phone calls

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Later to Sprint, on February 22, 2001, our ELKA block went into affect. Of course, we have to pay for it (\$2.50 per month).

The way the telephone companies have been charging the public for Extended Local Area numbers, without explanation, has been a deliberate attempt to deceive the public and needs to be corrected.

I would like the prefix (874) in State Road, NC be evaluated for what should be considered a toll call. An employee of Sprint told me that State Road is one city out of four in North Carolina that is so limited in the prefixes that can be called without being charged. In the meantime, I would like to request that the Extended Local Service issue also be addressed. I would like to see that calling numbers that will charge consumers have to dial a one before the number. That way the 1 + block will take affect and consumers will know that they will be charged for making that telephone call. If placing a one before the number is not an option, I would like the ELKA block be placed on telephones that request it at no charge. Also, all consumers should receive a detailed toll call list so they can see the telephone numbers in which they are being charged.

If this issue cannot be addressed during the public hearing in March, I would like to know why and whom I can contact for my request.

Sincerely

Donna Haynes

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