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FONE  AMERICA, INC.

December 5, 1990

Mr. Paul Curl
Secretary
Washington Utilities and
Transportation Commission
1300 S. Evergreen Park Drive, SW
Olympia, WA 98504-8002

RE: Docket No. UT-900726

Dear Mr. Curl:

This letter and the additional nineteen copies are for filing in the above referenced matter.

This correspondence is to address a specific complaint regarding Fone America's service that was contained in comments submitted in this Docket by Mr. Eric Torrison. Fone America, Inc. had indicated in its reply comments that it would address this complaint.

The specific complaint lodged by Mr. Torrison concerned access to AT&T from pay telephones located in North Bend. The pay telephone mentioned by Mr. Torrison with the number 888-5625 is served by Fone America.

I was unable to determine how this pay telephone was programmed on August 5, 1990. However, it currently is programmed to provide access to AT&T. This was verified by the owner of the pay telephone. The following is a discussion of how access to AT&T is facilitated at this particular pay telephone. This method is also commonly used in non-equal access areas.

Access to AT&T can be obtained through some local exchange company central offices by out pulsing a "00" to the CO. The pay telephone owner in this case has programmed his pay telephone to convert a 10288 dialing pattern to a "00". This allows the consumer to dial the familiar 10288 even in a non-equal access area. Additionally, our operator stations can "reoriginate" calls to AT&T at this particular pay telephone.

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It is interesting to note that the recording that Mr. Torrison was encountering, "your call can not be completed as dialed", is not a recording provided by Fone America or the pay telephone. This recording would come from the LEC or AT&T. This would seem to indicate that access to AT&T actually was being facilitated. Also, when a Fone America operator "reoriginates" a call, all of the digits, as dialed by the consumer, are passed to, in this case, AT&T. It follows then that, if the consumer is dialing improperly, such as dialing all 10 digits of a destination telephone number when it is an intraLATA call (as Mr. Torrison's was), connection to either the LEC or AT&T would result in the aforementioned recording.

Again, there is a lack of detail to know exactly what took place on August 5, 1990 but Fone America, through the pay telephone owner, has verified that access to AT&T is currently available from this pay telephone.

Any further questions or concerns regarding this complaint can be directed to myself at (503) 620-2400.

Sincerely,



Mark Argenbright
Director, Regulatory Affairs

cc: Mike Dotten, Counsel to Fone America
Pat Dutton, Consumer Affairs Manager
WUTC

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