

LT-900720

WARREN BOVEE
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October 10, 1990

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State of Washington
Utilities and Transportation
Commission
Chandler Plaza Bldg. FY-11
1300 S. Evergreen Park Drive S.W.
Olympia Wa 98504

Dear Sirs:

Re: Proposed Rulemaking-Alternate Telephone Companies.

I understand that the Commission is considering rulemaking to further regulate the charges and operations of these other smaller telephone companies, other than US West and GTE.

For many years I have used a calling card in my travels, billing my calls to my home number. I have had lots of problems using these alternate companies, including extreme rudeness and very loud, piercing tones in my ear when I was being transferred to the long-distance carrier of my choice.

I am in favor if a sticker on all non-US West/GTE payphones advising the name of the company, their address and how to reach AT&T, for example, at no cost. these other carriers have no right to hold-up the public. Further, there is no reason for them to charge higher rates than the majors.

As to motel charges, etc.: I have experienced a total inability, at the Thunderbird in Ellensburg, to get the local operator. Their switchboard was set up so that they collected a surcharge on all outgoing calls and they could not or would not connect me to a local operator. This constitutes an unlawful withholding of regulated services. Every hotel guest should be able to get the outside operator, if he chooses.

As to extra charges imposed: there is no rationale for these whatsoever. Only in recent years have these crept in, as a result of avarice. Alternatively, these should be notice on the establishments main sign that extra charges are imposed for calls. The establishment has to have phones for the guest to call the office/desk, etc., and the availability of outside phone service should enable this industry to gouge the public.

These opinions have been formed in 17 years on the road full-time for a major corporation using payphones, hotel/motel room phones, payphones, etc.

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Very Truly Yours,

A handwritten signature in cursive script, appearing to read "Warren Bovee". The signature is fluid and extends to the right with a long tail.

Warren Bovee