



WITA

WASHINGTON INDEPENDENT TELEPHONE ASSOCIATION

October 11, 1990

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STATE OF WASH
OFFICE OF THE
COMM. SECRETARY

Mr. Paul Curl, Secretary
Washington Utilities and
Transportation Commission
1300 S. Evergreen Park Drive S.W.
P.O. Box 9022
Olympia, WA 98504-9022

RE: Alternative Operator Services Dockets
UT-900726-R/UT-900733-R

Dear Mr. Curl:

This letter is submitted on behalf of the Washington Independent Telephone Association ("WITA"). WITA wishes to go on record in full support of the Commission's proposed rules under the above referenced dockets.

Over the past year, the local exchange companies have been the recipients of numerous complaints regarding the charges levied to customers by alternative operator services companies. Customers have difficulty understanding the distinction between the local exchange company and an AOS company. As a result, local exchange companies have had their relationship with their customers tarnished by the actions of AOS companies.

WITA believes it is appropriate for the AOS problem to be addressed by the Commission. WITA also believes that the proposed rule developed by the Commission, if enforced diligently, will reduce the number of customer complaints while allowing AOS companies to continue to serve their markets.

Sincerely,

TERRY VANN
Executive Vice President

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