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CONSUMER AFFAIRS

Washington Utilities and  
Transportation Commission  
Public Affairs Section  
1300 Evergreen Park Drive S.W.  
Olympia, WA 98501

Gentlemen:

I recently saw an article in the Shelton newspaper regarding problems using pay telephones. Since your address was given, it prompted me to relate a few experiences I have had this past year.

We have an AT + T credit card and seem to have no problem using it if we get a U.S. West operator. However, such is not the case from other companies. My first experience was at a pay phone in Allyn (it was snowing and cold besides) trying to call a Gig Harbor exchange. The operator told me they could not accept my credit card number and would have to connect me to another person. I then was disconnected. When I got the operator again they told me I could charge the call to my VISA or Mastercard.

I have also experienced trouble using my AT + T credit card from pay phones in Gig Harbor trying to call Bremerton. And also from the Tacoma Mall pay phones trying to call Bromerton. I've tried dialing the special code to get the

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AT & T operator, however, I was never connected.

Additionally, my husband recently had a problem using his AT & T card at a hotel in Pasco.

Again, they will not accept the number. He was able to get the AT & T operator by asking to be connected to one. However, they were not terribly pleasant about connecting him.

During this past year I have had many occasions to use my credit card for long distance calls. Trying to conduct calls from a pay phone is bad enough without the added hassle of not having a telephone credit card accepted. Before these experiences I felt safe knowing I could always make an emergency call if I was away from home and had nothing but my telephone credit card. What a misleading idea that was.

It is obvious there needs to be better cooperation between the many companies. Service seems to be getting worse instead of better.

Sincerely

Joan Addington

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