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CONSUMER AFFAIRS

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UT-980726

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1258 John Street, #23  
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October 27, 1990

STATE OF WASH.  
UTIL. & TRANSP  
COMMISSION

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

Dear Sirs:

On Thursday, 10/25, I tried to place a call from an NCS-owned telephone here in Seattle. The number of the phone is 443-8705, though I now feel that the phone is properly operating, as I shall explain below.

The number I reached was busy and when I hung up I did not get my quarter back. I called 767-8705, which is the number posted for repairs and refunds, but there never was any answer, even though I let it ring for the longest time. Today, I called that same number again to request a refund for the lost quarter. I got a recording telling me to leave my name, etc., for refund. Needless to say I deeply resent having to deal with a recording in this situation.

I believe that the UTC should require that a telephone company have live operators that can be reached when there is trouble and thus be able to obtain a refund of money lost on the spot. There may be times when a person is out of money or has spent his last coin, with no source of change available anywhere, which is certainly the case in street-corner phone booths. Additionally, I want to be able to explain the situation to a live someone and be assured that I will be refunded my money and when I can expect it. Now, in this situation, I don't know if I will ever get the refund due me at all.

I think that NCS is deliberately setting their phones up so that the coin doesn't return in the above-described situation, thus making it difficult to reach them, to complain effectively, and get their proper refund. After all, few people take the time and trouble to pursue their complaints and to follow up with a letter to the UTC.

Thank you for your attention to this matter.

Very Truly Yours,



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