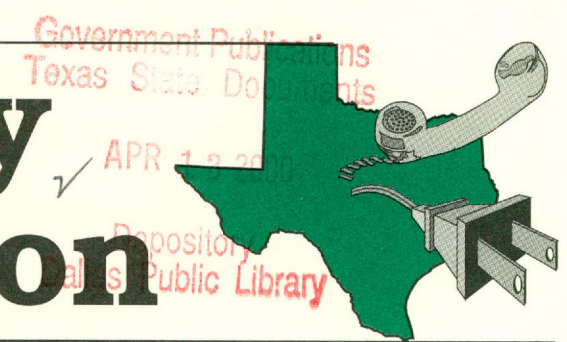


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Public Utility Connection



Texans to benefit from electric choice

As the era of retail electric competition in Texas rapidly approaches, decisions and rulemakings by the Public Utility Commission (PUC) are already creating a clearer picture of what the new competitive marketplace will look like.

Most retail customers have no choice of electric provider now, and their provider generates, delivers and sells the power. In the competitive marketplace, utility companies must separate, or "unbundle," their operations into three functions: a power generation company to produce electricity;

a transmission and distribution (T&D) utility to deliver power; and a retail electric provider (REP) to purchase electricity and sell it and other energy services to customers. That "unbundling" will occur before 2002.

Customers will likely see charges for these different services listed as line items on their monthly electric bills, or they may receive two bills - one for power and one for delivery.

Only the delivery of electricity will remain regulated by the PUC. Generation

and retail sales will be open to competition, and that competition should bring customers more choices and lower prices. Customers will choose electricity providers much as they now choose a telephone long distance carrier.

A Code of Conduct has been established for utilities, requiring that the regulated T&D be separate from its competitive affiliates - the generating company or the retail electric provider. These affiliates cannot share employees, facilities or other

See Restructuring, p. 2

Slams, Crams and Scams

Have you been slammed, crammed or scammed? If so, the Public Utility Commission (PUC) wants to hear from you.

If you are the victim of slamming (your telephone service provider is switched without your consent) or cramming (you are billed for services you did not authorize or did not receive), or if you are the victim of a scam involving fraudulent, misleading or deceptive practices, the PUC can help.

One customer called the PUC to complain after receiving a call from someone identifying himself as a representative of Southwestern Bell Online Savings. The customer agreed to an offer by the telemarketer. In such cases, the offer can be something that sounds relatively safe and simple, such as combining your local and long distance billing. This telemarketer was not a representative of Southwestern Bell and the end result was that the customer was slammed - her phone service was switched to another company. **Pay close attention to telemarketing calls. If a telemarketer identifies himself as a representative of your provider, ask questions that will verify his identity. Don't make an immediate decision. Ask for information in writing.**

Another customer changed her local telephone service provider but the original provider kept billing her - for 10 months - for service she did not want, and did not

continued on p.2

Letter from the Commissioners

SWBT makes pitch to offer long distance *Texans see competition benefits*

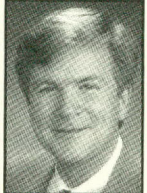
Dear Customer:

With every passing month the benefits of competition grow for Texas phone customers. On Jan. 31 we submitted to the Federal Communications Commission (FCC) a detailed explanation of how local phone markets served by Southwestern Bell (SWBT) are open to competing companies. If the FCC agrees, and we have every reason to think it will, then SWBT can start offering you long distance service.

It took a long time, nearly two years, but this truly is the crowning achievement when measuring the growth of competitive phone services in Texas. Now you can shop around for the best local rates and service. Maybe you've already noticed some advertising in your local newspaper or spotted a billboard while driving. It's just the beginning. More and more local phone providers are setting up shop in Texas and over the next several years prices should fall the same way long distance prices have over the past 15 years.

Speaking of long distance, we expect SWBT

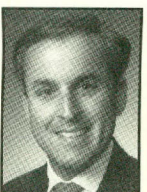
See Researching, p. 2



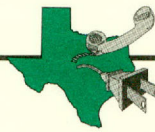
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Restructuring includes reducing air pollution

Continued from p. 1

resources that might give them an unfair advantage over other providers.

Environmental protections also are part of industry restructuring, curbing emissions to reduce air pollution. Older Texas power plants are required to reduce emissions by at least 50 percent by 2003; plants in the Dallas and Houston areas must reduce their emissions even more under federally mandated pollution reduction plans.

Texans will also be able to choose renewable energy as a source of their electric power. Because many customers place a high value on environmental quality and are willing to pay more for clean energy, electric utilities will be required to use Texas renewable resources such as water, wind and air in energy production. The goal is to add 2,000 megawatts of generating capacity from in-state renewable technologies by Jan. 1, 2009.

Some Texas customers can save money and increase the reliability of their service by generating their own electricity using on-site distributed generation. Distributed generation includes new and existing gen-

erating units that serve small power loads such as shopping centers, hospitals, office buildings and some homes. These generators use renewable energy or natural gas and can be connected to electric distribution systems to sell power to a utility.

But retail electric competition will only be successful if Texans understand the basics of electric restructuring and the options and choices available to them in a competitive marketplace. To make this happen, the PUC will conduct a customer education campaign to educate Texans

Researching helps you save on long distance

Continued from p. 1

to be an aggressive and worthy competitor in the long distance market once the FCC gives the OK.

At first, your search will be challenging. Some of you may discover it's not worth the effort.

But if you're willing to do the homework you'll save a handsome chunk of money choosing a local phone provider the same way millions of Texas families have saved by finding another long distance provider.

In fact, more than one million Texas phone lines previously operated by SWBT are now provided by a competing company. Some customers switch for better prices, others for convenience.

Eventually you may want your local, long distance and other telecommunication services "bundled" by one provider.

We believe strongly in the competitive model, and if you don't think it's working we want to know.

The Public Utility Commission will continue its oversight of the telephone industry and if this most recent leveling of the playing field seems rocky to you, we're ready to help.

Sincerely,
Chairman Pat Wood, III
Commissioner Judy Walsh
Commissioner Brett Perlman

about customer choice. The goal of the campaign is to ensure that all customers receive information that will help them make the right choices to obtain the services they need at the best prices.

For most customers, retail electric competition will begin Jan. 1, 2002. Retail choice pilot projects for a limited number of customers begin on June 1, 2001. Individual municipal utilities and electric cooperatives will decide whether and when to open their doors to retail competition for their customers after Jan. 1, 2002.

Slams, Crams and Scams

Continued from p. 1

receive. She filed a complaint with the PUC and was awarded a credit of more than \$7,700 by the company. **If you receive a bill for services you did not order or did not receive and the billing company does not fix the problem, contact us and file a cramming complaint.**

Complaints also have been filed against companies that promise products or services in exchange for switching your local or long distance service. Some companies offer free minutes, cash-back offers or airline miles. Unfortunately, some of these companies do not deliver on their promises. **Ask for the offer in writing and then review it carefully before deciding. If an offer sounds too good to be true, it probably is.**

These are some recent examples of scams and fraudulent and misleading practices here in Texas.

You can help us warn other unsuspecting customers so they do not become victims. If you are a victim of a phone scam, contact the PUC Office of Customer Protection toll free at 1-888-PUC-TIPS (1-888-782-8477). We can help.

In 1999, the PUC obtained more than \$617,000 in credits and refunds for customers who filed complaints, and levied more than \$745,000 in administrative penalties against companies for telephone solicitation and slamming violations.

Public Utility Connection

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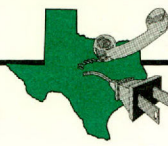
TTY: 512-936-7136

QUESTIONS OR COMPLAINTS

1-888-782-8477

customer@puc.state.tx.us

WEB SITE: www.puc.state.tx.us



No more busy signals?

New service by SWBT confusing to TTY users

Southwestern Bell Telephone (SWBT) company has replaced its busy signal for many residential customers in Texas with a recorded message that begins, "The line is busy..." The message offers callers the option of pressing the number "3" on their phones to have the number redialed by computer every 45 seconds for the next 30 minutes. When the called number is no longer busy, the phones of both parties ring.

This service, Prompted Auto Redial, can only be used for local calls and there is a 50-cent fee for each redial. The recorded message is all in voice, not text.

This creates problems when TTY users (people with hearing loss who use text-display machines to make telephone calls) call other TTY users and get a "blinking" light that indicates a voice answer of their call. TTY users who are not aware of this new ser-

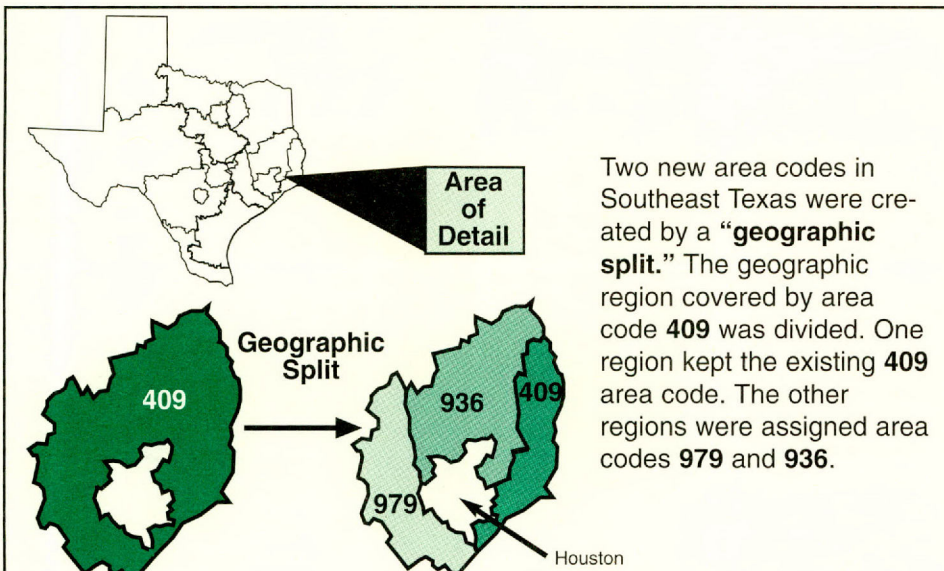
vice will think that a hearing person answered the phone call.

The TTY caller may try redialing again and again to "alert" the hearing person to answer in TTY, not realizing the voice message is a recorded message.

Or the TTY user may give up and try to use the Relay Texas service to "tell" the hearing person to use TTY. TTY users may become confused by what they think is a "voice" user "answering" a TTY call, when actually they should get a busy signal.

TTY users can have the busy signal restored to their telephone by calling SWBT and asking a customer service representative to remove the recorded message and permit a busy signal to reach their telephone numbers.

SWBT's toll free phone numbers for TTY users are 800-397-3172 and 888-678-6768.



New area codes for Southeast Texas

Southeast Texas is now served by new area codes 979 and 936 after a three-way split of the 409 area code in August. Area code 979 includes Bryan-College Station, Clute-Lake Jackson, Brenham, Matagorda and Franklin. Area code 936 includes Conroe, San Augustine, Lufkin and Nacogdoches. Cities retaining area code 409 include Beaumont, Texas City-LaMarque and Silsbee.

Beginning Feb. 19, callers can dial the new area code or continue using the 409 code. The PUC encourages callers to get in the habit of dialing the new codes since their use will become mandatory on Aug. 5.

Texans served by area code 817 will have a second area code, 682, an overlay.

With an overlay, all local calls require 10-digit dialing but customers keep their current phone numbers. Area code 682 can be used beginning in April. Ten-digit dialing for all local calls will be required Dec. 9, 2000.

The Austin region (area code 512) will be getting a second area code because numbers in the 512 code will soon be in short supply.

The PUC has some new options for making area codes last longer and will hold public meetings to hear comments.

When all else fails . . .

When all else fails, keep your sense of humor.

A late January snow and ice storm left more than 20,000 customers of Bowie-Cass Electric Cooperative in Northeast Texas without power. After five days of round-the-clock work, Bowie-Cass reported to the PUC that all available employees, contract personnel and crews from neighboring cooperatives were in the field to help restore power to the final 3,000 customers still without electricity.

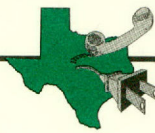
On the report, Bowie-Cass officials wrote, "Steps taken to prevent recurrence: We suggest moving the entire cooperative to south Florida."

Wireless Phone Bill Charges

Have questions about your wireless phone bill charges? We can help. An explanation of these charges - how much they are and what they're for - is on the PUC's Web site at www.puc.state.tx.us.

Once on the Web site, click on "Site Map." Next click on the link to "Telephone" under the Customer Protection heading. "Explanation of Charges on Your Mobile Phone Bill" may answer your questions.

If you don't have web access or if you have further questions call the PUC's help line at 1-888-PUC-TIPS (1-888-782-8477).



Disconnect rules protect local phone service

Thousands of Texans have no local telephone service in their homes because their service was disconnected for nonpayment of long distance charges. They have no means of communicating with family and friends, no way to make business contacts and no access to emergency and 9-1-1 services. In the last legislative session, Sen. Royce West of Dallas sponsored legislation to change that. Recently adopted Public Utility Commission rules prohibit local phone companies from disconnecting local phone service for non-payment of long distance charges.

To keep your phone service, you must continue to pay your local telephone bill. If you do not pay your long distance charges, your long distance service on your phone can be blocked and long distance companies can take necessary actions to collect outstanding debts.

Beginning in March 2000, disconnection notices must advise

customers what part of their bill must be paid to keep their local phone service. The amount may not include long distance charges.

Other new rules limit charges for deposits to no more than the cost of two months of local phone service and prohibit companies from including anticipated long distance charges as part of the deposit. Companies may ask for a separate long distance deposit, but may not require it as a condition for local phone service.

A 1995 survey of phone customers in Texas indicated that long distance charges were the primary reason for disconnection of phone service. In July 1999, the Federal Communications Commission (FCC) found that Texas still ranks below the national average of households with phone service. In Texas, only 93.5% of households have phone service. The new law applies to traditional and competitive local phone companies and should lower the number of Texas homes without local phone service.

TUSF charge helps lower in-state long distance rates

You may have noticed a charge labeled Texas Universal Service on your phone bill. The charge started appearing in January 1999, but there have been some changes since required by state law.

The good news about the Texas Universal Service charge is the benefit you get in return - lower rates on your long distance calls. Texas in-state long distance rates have decreased by about 5 cents per minute since the Texas Universal Service Fund was established.

The law requires all telecommunications companies, including local, long distance and wireless companies, to contribute to the fund. For this year, the rate is set at 3.96 percent of the total phone bill, less taxes. Companies are not required to collect this charge from customers, but most of them do.

What does it pay for? Mainly for providing basic telephone service at affordable rates in the high-cost, rural parts of the state. A small portion of the fund supports service to low-income and hearing-impaired Texans.

The fund was first created by the Texas Legislature in 1987, but the contribution was hidden in long distance rates - the access charge that local telephone companies charged long distance companies to make in-state calls. That was one reason why Texas in-state calls

What does TUSF pay for?

Texas High Cost Universal Service Plan - provides affordable telephone service in high-cost rural areas served by large phone companies; \$405 million

Small and Rural Service Plan - helps small and rural phone companies provide affordable telephone service to customers who live in high-cost rural areas; \$90.3 million

Lifeline - lowers monthly local phone rates by \$10.50 for eligible low-income customers; and **Link-up** - reduces phone installation charges for eligible low-income customers; \$9 million

Tel-Assistance - lowers monthly phone rates by 65 percent for disabled, low-income customers; \$6.45 million

Telecommunications Relay Service - allows deaf customers and those with speech or hearing disabilities to communicate using specialized devices and operator translations; \$11.4 million

Specialized Telecommunications Assistance Program - reduces costs of telephone equipment for customers who are deaf or hard-of-hearing; \$2.25 million

Administration Costs - \$19 million

were expensive. Long distance companies are required by law to pass access fee savings through to their customers.

How Do You Really Feel?



Texans don't mince words. This comment came from a customer who had six of his telephone lines slammed:

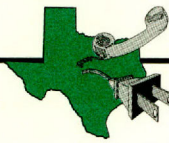
"I would hope that you could be so kind as to find the actual person who does this hideous evil and fine them thousands and thousands of dollars, beat them with iron rods, being careful not to leave marks, and then exile them to some island in the Pacific where there are no telephones, electricity, food or drink. I would be glad to forgive them after four or five years and then give them a proper burial."

The letter was signed by a Catholic priest!



These comments came from a customer who was "slammed" by a company identified as "2HH:"

"I have no more idea who or what '2HH' is than what the Dali Lama's hat size is, or where Jimmy Hoffa can be found, or what the Emperor of Venus ate for breakfast. I would like to know who and where they are so I could rip them a new orifice or two. Please consider this a formal complaint against '2HH,' whoever, whatever and wherever they/it may be, and please let me know where I can get hold of the misguided, dryer-lint-brained jugheads responsible for causing me to have to waste my time dealing with the problem they have created for me."



Saving on long distance

Plans for High Volume Callers (more than 60 minutes of long distance per month)

Feb. 2000

Company	Times	Out of State	In State	Monthly Fee*	Federal USF*	Carrier Line Charge*
AT&T 7 cents-a-minute	Anytime	\$0.07	\$0.10	\$4.95	\$1.38	\$1.51
Excel 3 Penny Plan	Peak	\$0.10	\$0.16	\$5.95	\$0.91	\$1.48
	Off Peak	\$0.03	\$0.16			
GTE Nationwide	Anytime	\$0.10	\$0.10	\$4.95	4.9% of total bill	\$1.51
MCI WorldCom Everyday Plus	Peak	\$0.07	\$0.10	\$4.95	7.2% of total bill	\$1.46
	Off Peak	\$0.05				
Qwest Count down	Mon.-Fri.	\$0.09	\$0.10	\$4.95	6.85 % of total bill	\$1.00
	Weekends	\$0.05				
Sprint Sense Anytime	Peak	\$0.10	\$0.10	\$5.95**	8.4% of total bill	\$1.50
	Off Peak	\$0.05				
One Touch Select Weekends	Mon.-Fri.	\$0.09	\$0.09	\$4.95	\$1.25	\$1.42
	Weekends	\$0.05	\$0.05			
Working Assets Around-the-clock plus	Anytime	\$0.07	\$0.10	\$5.95	5% of total bill	\$1.04

Plans for Low Volume Callers (less than 60 minutes of long distance per month)

Company	Times	Out of State	In State	Monthly Usage Amount:	Federal USF*	Carrier Line Charge*
AT&T One Rate Basic	Anytime	\$0.19	\$0.19	None	\$1.38	\$1.51
Excel Dime Deal	Anytime	\$0.10	\$0.15	\$1.00 monthly fee	\$1.91	\$1.48
GTE Anytime Savers	Anytime	\$0.14	\$0.14	\$3.00	4.9% of total bill	\$1.51
MCI WorldCom Basic Dial One	Peak	\$0.28	\$0.29	\$3.00	7.2% of total bill	\$1.46
	Off Peak	\$0.18	\$0.20			
Qwest One rate	Anytime	\$0.15	\$0.10	None	6.85% of total bill	\$1.00
Sprint Sense	Peak	\$0.25	\$0.25	\$5.00	8.4% of total bill	\$1.00
	Off Peak	\$0.10	\$0.10			
Touch One First Touch Flat	Mon.-Sat.	\$0.11	\$0.11	\$3.00	\$1.25	\$1.42
	Sunday	\$0.05	\$0.10			
Working Assets Best Hours	Peak	\$0.25	\$0.25	None	5% of total bill	\$1.04
	Off Peak	\$0.10	\$0.15			

* These charges may increase your rate per minute.

** Monthly fee is waived if you make \$30 worth of calls within a month.

Peak - 7 a.m. to 7 p.m. Mon. - Fri.

Off Peak - 7 p.m. to 7 a.m., Mon.-Fri., all day Sat. & Sun.



The Digital Divide

Lack of broadband services concerns Junction residents

There are plenty of Texans living on the other side of the Digital Divide, and the PUC has been asked to identify them. The Legislature asked the PUC to report on the availability of advanced services in rural and high cost areas.

There are 186 people in Junction who believe the economic future of their area is threatened by the lack of broadband services available in that part of West Texas. Most of these residents are among the 1200 Texans served by BETRS radiophones provided through GTE. The maximum speed that these phones can provide is 2400 BPS (bits per second). Most modems now used to reach the web are 56,000 BPS.

Recently, PUC staff visited Junction to hear residents' complaints about broken promises, delays in getting basic telephone service, outages during wet weather, and their inability to use fax machines or access the Internet.

The Junction residents told the PUC that they cannot enter into the electronic commerce necessary in the Information Age. They cannot have Web sites to advertise

their businesses or to find the latest information on agriculture commodity prices.

Several at the meeting said they were misinformed by GTE, and were told that they could have broadband services necessary to run their businesses through Internet connections.

Eric Kirkland, GTE General Manager for Customer Operations in the Western Division, said that GTE is trying to determine the right technology for Junction and is making progress, but that the solution is not immediate. A test of a different radio technology is scheduled for nearby Menard this year.

The PUC is investigating the complaints.

If you feel that the quality of telephone service in your town is substandard, and some of your fellow residents agree with you, the PUC will hold a town meeting to take your complaints. Please call toll-free at 1-888-PUC-TIPS (1-888-782-8477) or mail a petition to the PUC Office of Customer Protection, P.O. Box. 13326, Austin, TX 78711-3326.

PUC launches education campaign

Electric restructuring is complicated, so the Public Utility Commission is taking its customer education message on the road. PUC speakers have gone to Houston, Austin, San Antonio, Dallas, Fort Worth and McAllen. Upcoming speaking engagements are planned for Corpus Christi, El Paso, Laredo, Wichita Falls and the Beaumont-Port Arthur area.

Attendees of Austin's 1999 Housing Conference, sponsored by the Texas Department of Housing and Community Affairs, heard PUC staff address how customer choice will affect low-income electric customers. Small business owners and government agency representatives heard PUC speakers at meetings of the Houston Cy-Fair Chamber of Commerce and the Lower Rio Grande Valley Development Council.

The American Association of Retired Persons (AARP) will play a key role in

helping the PUC get its customer choice and restructuring message out to retirees and senior citizens. PUC experts spoke to the Dallas Legislative Council of AARP and the Fort Worth AARP chapter to discuss changes in the state's electric utility market and how it will affect seniors.

How customers can make informed choices on competitive energy providers and services was the topic for a recent Energy Conference of the Texas Department of Housing and Community Affairs in Austin.

The Speakers Bureau includes members of the PUC's offices of Policy Development, Regulatory Affairs and Customer Education. Your organization or group can request a speaker to address customer choice and the effects of restructuring by contacting Grace M. Godines at the PUC at (512) 936-7131 or by e-mail at grace.godines@puc.state.tx.us.

What Can I Do?

Q: My phone company is sending my bill quarterly instead of monthly. For budgeting purposes I'd rather get my bill each month. What can I do?

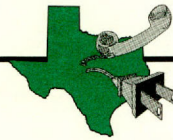
A: You can still receive your bill monthly. Call your phone company's customer service department and tell them you do not want a quarterly bill. They will resume sending your bill monthly.

Q: I recently placed a call and instead of getting a busy signal, I got a recording telling me the line was busy and that for a fee, the number would be redialed for me every 45 seconds up to 30 minutes until it connected. I want my busy signal back. What do I do?

A: Contact Southwestern Bell at 1-800-464-7928 and tell them you do not want the redial feature on your phone and that you want to continue hearing a busy signal when a number you call is busy. They will restore your busy signal.

Q: My phone service provider charged me long distance rates for local phone calls. When I questioned the bill, I was told to pay the charges and the company would credit me later. I was told that if I don't pay the charges my phone service could be disconnected. What can I do?

A: Your local phone service cannot be disconnected for non-payment of long distance charges. You must pay your local bill, but you do not have to pay any amount that is in dispute. Contact your provider and tell them you are disputing the charges and that you will pay the entire bill except the charges in dispute. If you are not satisfied with the company's response, contact the PUC at 1-888-PUC-TIPS (1-888-782-8477) to file a complaint.



“No PIC” sometimes best pick for savings

“I seldom make long distance calls. Can I save money and avoid some fees by dropping my long distance company?”

Possibly. But, first you need to do some research.

In today’s increasingly competitive long distance market, not only can you select your long distance company, you can also use other options, such as using a dial-around (10+10+xxx) or a prepaid calling card. If you think you’re paying too much in fees and charges each month just to be able to dial 1+ the area code + the number for only a few long distance calls a year, the smart choice for you could be no designated long distance company.

What fees can you reduce? Let’s say Southwestern Bell is your local phone company and AT&T is your long distance company. Southwestern Bell will charge a one-time fee of \$5 dollars to drop AT&T. To keep you connected to the network,

each month Southwestern Bell will charge you \$1.04. An additional line is 21 cents.

If AT&T is your long distance company, your monthly fees and surcharges will be \$6.06 if you make no long distance calls. AT&T charges \$1.54 for the Federal Communications Commission-allowed carrier line charge and \$1.38 for the universal connectivity charge. AT&T also charges a minimum usage fee, \$3.00. Other charges are: Texas Infrastructure Fund, 4 cents; Texas Universal Service Fund, 11 cents; Texas Poison Control surcharge, 1 cent; Texas 9-1-1 surcharge, 1 cent. This brings total fees and surcharges to \$6.06. Add federal, state, local and regional taxes. In Austin this is 38 cents.

Some long distance companies charge a minimum whether you make any long distance calls or not. Some long distance companies don’t pass the charges on to their customers or pass them on at a lower

rate than others. The same applies to dial around and credit card calls. Shop around. Ask for an explanation of all fees and recurring charges in writing so you have a record of costs from the company you choose.

Bottom line - you are likely to save money by not having a long distance carrier if you don’t make many calls. Just be aware that dial-arounds or prepaid calling cards may have per-call rates that are higher.

How do you change? Call your local phone company and ask that your long distance company be dropped. If you would rather have a written record for your protection in case your request is not processed correctly, ask for a “PIC” (primary interexchange carrier) form.

When you receive the form, choose the “No PIC” option and mail it back to your local phone company.

Have you been crammed?

New rules target billing of unauthorized services

Texas telephone customers now have even more protection against “cramming” - being billed for unauthorized services - thanks to new Public Utility Commission (PUC) rules. The rule-making is part of the implementation of Senate Bill 86, by Sen. Jane Nelson and Rep. Debra Danburg, passed by the 76th Legislature.

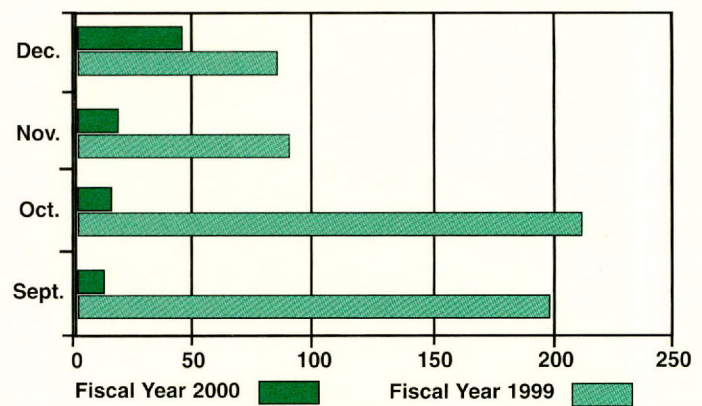
The rules, effective in November 1999, specify that before a charge for any product or service may be added to a customer’s phone bill, the service provider must:

- Inform the customer about the product and all associated charges.
- Obtain customer consent for any charges.
- Provide contact information for customer by a toll-free information line.

The rules also require telephone companies to refund or credit customers who have paid unauthorized charges. Violations of the cramming rules are subject to penalties of up to \$5,000 per day per violation.

The cramming rules are working, as evidenced by the fact that cramming complaints have fallen over the past year. A customer can consent to charges in writing, or verbally to a third party - not the company selling the service. The phone company must keep records of disputed charges for at least two years, including the customer’s phone number, the date the customer

Cramming Complaints* Decline



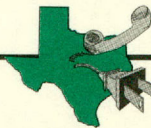
* Cramming Complaints closed by PUC

What to do if you have been crammed

- Tell your local telephone company that you are disputing the charges and request their removal from your account.
- You must pay the rest of your phone bill on time. Your local service cannot be disconnected for non-payment of disputed charges.
- Call the PUC toll-free at 1-888-782-8477 to file a complaint.

requested removal of unauthorized charges, the date the charges were removed and the date of refund or credit to the customer.

All telecommunications providers in Texas must provide a cramming bill of rights to their customers by mail or in the utility’s first phone directory published after Jan. 17.



Free Directory Assistance

Many local telephone companies now provide electronic versions of the White and Yellow Pages on the Internet. To look up local and long distance numbers via the Internet, try one of these Web sites:

www.anywho.com	www.555-1212.com
www.altavista.com	www.bigbook.com
www.people.yahoo.com	www.switchboard.com
www.whowhere.lycos.com	www.worldpages.com

Long Distance Rate Comparison

Many Internet sites offer you free long distance rate comparisons. Some sites analyze rates, plans, calling card and dial-around rates. Others offer tips on saving on long distance calls.

www.abelltolls.com	www.consumer-action.org
www.trac.org	www.teleworth.com
www.essential.com	www.tcp.com/~lgreenf/long.htm
www.salesstar.com	www.talkingonair.com
www.cellmania.com	www.point.com

Free fact sheets available on phone, electric topics

Have questions? The answers are available in Customer Connection fact sheets available free from the PUC.

These fact sheets tell you what you need to know about:

- Slamming
- Pay phones
- Long distance rate Web sites
- Telephone solicitation
- Renewable energy
- Environmental protections
- Electric submetering
- Texas Universal Service Fee
- Utility payment assistance programs
- Cramming
- Local Toll calls
- Paying your utility bills
- Long distance access codes
- Electric utility restructuring
- Caller ID
- Area codes
- Border Area calling

Call us toll free at 1-888-782-8477 to request a fact sheet or find them in the Customer Protection section of the PUC Web site at www.puc.state.tx.us.

Want to stay connected?

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