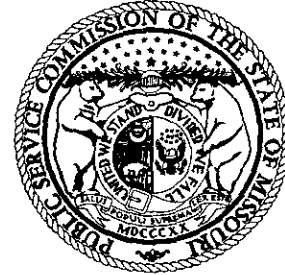


Notice of *Ex Parte* Contact

TO: Data Center
All Parties in Case No. TO-2003-0298
All Commissioners



FROM: Chairman Kelvin Simmons *KS*
Commissioner Connie Murray *CM*
Commissioner Sheila Lumpe *SL*
Commissioner Steve Gaw *SG*
Commissioner Bryan Forbis *BF*

DATE: February 28, 2003

On February 28, 2003, we received the attached letters from Mr. & Mrs. Ronald L. Cobb, Jr., and Ms. Glenda Arnold of Richwoods, Missouri. The Commission will be considering the issues discussed in these letters in Case No. TO-2003-0298. Case No. TO-2003-0298 is a contested case. The Commission is bound by the same *ex parte* rule as a court of law.

Although communications from members of the public are always welcome, those communications must be made known to all parties to a contested case so that those parties have the opportunity to respond. According to the Commission's rules (4 CSR 240-4), when a communication (either oral or written) occurs outside the hearing process, any member of the Commission or the Regulatory Law Judge who received the communication shall prepare a written report concerning the communication and submit it to each member of the Commission and the parties to the case. The report shall identify the person(s) who participated in the *ex parte* communication, the substance of the communication and the relationship of the communication to a particular matter at issue before the Commission.

Therefore, this report is submitted pursuant to the rules cited above. This will ensure that any party to this case will have notice of the attached information and a full and fair opportunity to respond to the comments contained therein.

cc: Executive Director
Secretary/Chief Regulatory Law Judge
General Counsel

February 24, 2003

Steve Gaw
Missouri Public Service Commission
P. O. Box 360
Jefferson City, Mo. 65102

Dear Mr. Gaw,

I am writing to you in regard to the changes made by SBC Communications to its "local plus calling plan". The original plan allowed the customer unlimited calling within the east central Missouri area for a reasonable rate of approximately \$35 a month. This plan was replaced this February with "toll value"; which allots the customer only 1000 minutes per month for the same approximate \$35 a month.

I feel that SBC allowed us to become accustomed to having freedom. The freedom to call our loved ones as often as we needed. The freedom to do business over the telephone rather than driving to a town or city to find the best bargain. The freedom to use the Internet as much as we liked or was necessary. I feel that this was a tactic utilized by SBC to increase its revenues. Allow the customer a greater amount of calling freedom and once the customer is accustomed to it; change the plan.

Like many customers, I received a form letter stating that the plan would change and that my usage was sometimes greater than 1000 minutes; sometimes less. One of two things will happen with many of the customers. One, the customer will not realize that he/she is over the allotted time and be charged on a per minute basis resulting in greater revenue for SBC. Two, the customer will feel it is necessary to overpurchase, picking up plans or services offered by the aforementioned corporation again resulting in greater revenue.

It is also my understanding that SBC submitted the new "toll value" plan to the Missouri Public Service Commission for review in June of 2002. I am curious why the SBC customers received notice of the coming change less than a month before the new changes were instituted.

In closing, I would like to ask that the Missouri Public Service Commission review the changes made by SBC Communications as well as investigate the unfairness of the corporation's business tactics. I am hoping that you will reach a decision that will treat citizens of Missouri more fairly than they are currently being treated.

Sincerely,

Pauline Cobb
Ronald Cobb

RECEIVED
FEB 28 2003

Steve Gaw

Mr & Mrs. Ronald L Cobb Jr
PO Box 100
Richwoods MO 63071

February 24, 2003

Steve Gaw
Missouri Public Service Commission
P. O. Box 360
Jefferson City, Mo. 65102

Dear Mr. Gaw,

I am writing to you in regard to the changes made by SBC Communications to its "local plus calling plan". The original plan allowed the customer unlimited calling within the east central Missouri area for a reasonable rate of approximately \$35 a month. This plan was replaced this February with "toll value", which allots the customer only 1000 minutes per month for the same approximate \$35 a month.

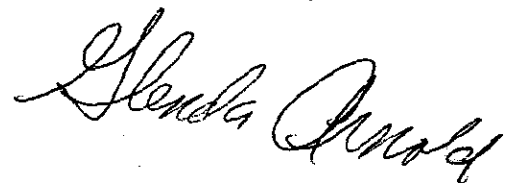
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Sincerely,



RECEIVED
FEB 28 2003

Steve Gaw

PO Box 123
Richwood Mo 63071



Commissioners
KELVIN L. SIMMONS
Chair
CONNIE MURRAY
SHEILA LUMPE
STEVE GAW
BRYAN FORBIS

Missouri Public Service Commission

POST OFFICE BOX 360
JEFFERSON CITY, MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://www.psc.state.mo.us>

February 28, 2003

ROBERT J. QUINN, JR.
Executive Director
WESS A. HENDERSON
Director, Utility Operations
ROBERT SCHALLENBERG
Director, Utility Services
DONNA M. PRENGER
Director, Administration
DALE HARDY ROBERTS
Secretary/Chief Regulatory Law Judge
DANA K. JOYCE
General Counsel

Mr. & Mrs. Ronald L. Cobb, Jr.
P.O. Box 100
Richwoods, MO 63071

Dear Mr. & Mrs. Cobb:

Thank you for the letter expressing your concerns related to the local plus calling plan being eliminated by SBC Communications.

The Commission currently has a case before them, Case No. TO-2003-0298 regarding an investigation into the adequacy of local calling scopes in some SBC exchanges. This case is currently an open case and will be decided by the Commission, so I cannot comment on it at this time. Your letter will be placed in the official Commission file so that all of the parties to the case can view it and have an opportunity to respond to your comments.

Thank you again for bringing your concerns to my attention.

Sincerely,


Steve Gaw
Commissioner



Commissioners
KELVIN L. SIMMONS
Chair
CONNIE MURRAY
SHEILA LUMPE
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Director, Administration
DALE HARDY ROBERTS
Secretary/Chief Regulatory Law Judge
DANA K. JOYCE
General Counsel

Ms. Glenda Arnold
P.O. Box 123
Richwoods, MO 63071

Dear Ms. Arnold:

Thank you for the letter expressing your concerns related to the local plus calling plan being eliminated by SBC Communications.

The Commission currently has a case before them, Case No. TO-2003-0298 regarding an investigation into the adequacy of local calling scopes in some SBC exchanges. This case is currently an open case and will be decided by the Commission, so I cannot comment on it at this time. Your letter will be placed in the official Commission file so that all of the parties to the case can view it and have an opportunity to respond to your comments.

Thank you again for bringing your concerns to my attention.

Sincerely,


Steve Gaw
Commissioner