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1317 Lexington
Mexico, MO 65265
March 24, 2000

Missouri Public
Service Commission

Mr. Dale Hardy Roberts
Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102

TC-2000-596

Dear Mr. Hardy:

Enclosed please find our formal complaint to the Public Service Commission against AT&T, Southwestern Bell and Connect One Internet Service. We feel that we are unfairly being charged for our internet calls when we log onto the internet. The "pool" number given to us by our internet provider, Connect One, for which we paid a yearly subscription fee, was understood by us, to give us a local dial-up connection to the internet. However, either through faulty software by the internet provider or a switching problem through SW Bell or AT&T, this "pool" number was routed long distance. As you can see from our bills, that number 573-582-0516 is a local Mexico exchange. We feel that one or all of the above stated utilities should be responsible for these charges.

Thank you for any assistance that you can give us regarding this matter. We can be contacted at home by calling 573-581-0411 or at work 573-581-3807 between the hours of 7:45 AM-3:15 PM.

Sincerely,

Ray Heaton

Janet E. Heaton

Ray and Janet Heaton