

Exhibit No.:  
Issue: Certificate of  
Service Authority  
Witness/Type of Exhibit: Seaman/Errata Sheets-  
Direct  
Sponsoring Party: GTE North Incorporated

MISSOURI PUBLIC SERVICE COMMISSION  
UTILITY DIVISION

CERTIFICATE OF SERVICE AUTHORITY  
TO PROVIDE INTRASTATE OPERATOR-ASSISTED  
RESOLD TELECOMMUNICATIONS SERVICES

TA-88-218, et al.

Jefferson City, Missouri  
September 16, 1988

Exhibit No. 19-A  
Date 9-20-88 Case No. TA-88-218 et al  
Reporter Tweedy

Exhibit No.:  
Issue: Certificate of Service Authority  
Witness/Type of Exhibit: Seaman/Errata Sheets - Direct  
Sponsoring Party: GTE North Incorporated  
Case No.: TA-88-218, et al.

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI

In the matter of the )  
application of American )  
Operator Services, Inc. )  
for a certificate of service ) CASE NO. TA-88-218, et al.  
authority to provide )  
Intrastate Operator-Assisted )  
Resold Telecommunications )  
Services. )

AFFIDAVIT OF MEADE C. SEAMAN

Meade C. Seaman, of lawful age, being duly sworn, deposes and states:

1. My name is Meade C. Seaman. I am presently Regulatory Affairs Manager, GTE North Incorporated.
2. Attached hereto and made a part hereof for all purposes are Errata Sheets modifying my direct testimony consisting of Pages 1 through 2.
3. I hereby swear and affirm that my answers contained in my direct testimony as modified herein are true and correct to the best of my knowledge and belief.

Meade C. Seaman  
Meade C. Seaman

Subscribed and sworn to me before this 15<sup>th</sup> day of September, 1988.

Janora Kerkhof  
Notary Public

My commission expires: 5-19-89

MEADE SEAMAN  
GTE NORTH INCORPORATED  
CURRENT DIRECT TESTIMONY  
PAGE 6

- Q. Do customer bills also reflect the telephone number of the involved AOS provider for customers to call with their questions and complaints for those services?
- A. Yes, they do. However, customers often perceive that any problems lie with the sender of the bill rather than with the provider of the service. GTE is concerned about this mis-perception because it pertains to AOS providers and services and has no bearing on GTE and the services it provides its end users.

MEADE SEAMAN  
GTE NORTH INCORPORATED  
REVISED DIRECT TESTIMONY  
PAGE 6

- Q. Do customer bills also reflect a telephone number for customers to call with their questions and complaints for services provided by AOS providers.
- A. Yes, they do. GTE's customer bills bear GTE's customer service number to be used for all billing inquiries. If the customer is not satisfied, GTE provides to the customer the telephone number of the AOS provider so that the customer can contact the AOS provider directly. Customers often perceive that any problems lie with the sender of the bill rather than with the provider of the service. GTE is concerned about this misperception because it pertains to AOS providers and services and has no bearing on GTE and the services it provides to its end users.

CERTIFICATE OF SERVICE

I hereby certify that true and correct copies of the foregoing have been mailed or hand delivered to the following on or before the 16th day of September, 1988.

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