

LETTER FILE

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tc-2000-596

1317 Lexington
Mexico, MO 65265
June 22, 2000

JUN 29 2000

*Records
Public Service Commission*

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JUN 26 2000

CUSTOMER SERVICES
PUBLIC SERVICE COMMISSION

Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102


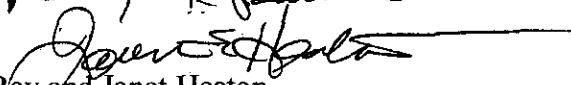
Dear Evelyn:

As per your request of June 22, I am sending you copies of my letters that I received from Southwestern Bell and AT&T. Also the copy of my letter that I received from the PSC. I am so sorry that I misunderstood that I was supposed to be at the pre-hearing conference today. Since Southwestern Bell had settled my account with AT&T, I just assumed that the hearing wasn't necessary for me to attend.

After many months of trying to get my bill with AT&T settled, I am grateful that Southwestern Bell did pay it. However, I think that both SW Bell and AT&T need to acknowledge to their customers that a problem exists. Trying to talk with someone in these companies that have any authority to solve customer problems should be a priority for them.

Thank you, Evelyn and the Public Service Commission for providing this forum so that customers of utilities can have help in solving their problems.

Sincerely,



Ray and Janet Heaton