

August 10, 2003

9304 Osage High St.
Jefferson City, MO 65101

Public Service Commission
200 Madison St
Jefferson City, MO 65102

FILED

AUG 25 2003

Missouri Public
Service Commission

Dear Commissioners:


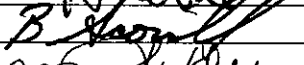
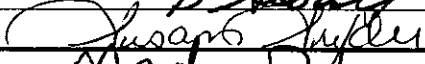
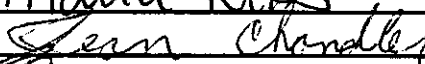
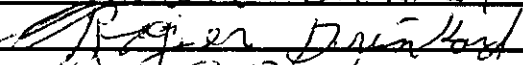
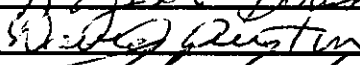
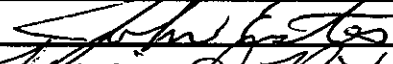
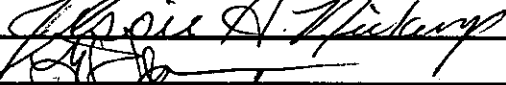

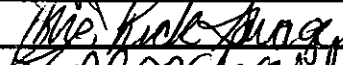


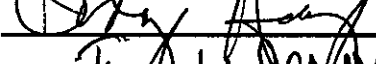
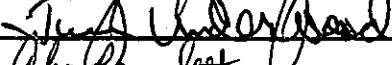
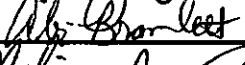
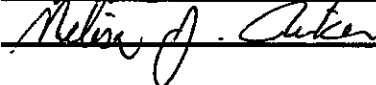
This is a letter of formal complaint about Sprint, the local telephone carrier for Jefferson City, Missouri. We, the undersigned cannot express strongly enough our utter outrage over the dehumanizing, ultimately frustrating and dysfunctional way that Sprint treats its local customers. We are talking about the most basic of human rights, the right to freely communicate. The cornerstone of America's greatness is free speech. Obviously, the people who provide local telephone service have the right to make what the PSC deems to be reasonable profits (via reasonable rates). However, when a company such as Sprint has the privilege of being an exclusive provider of "phone-line" service, leaving the public without choice, then our only protection from profit motivated abuse is the PSC.

The abuse that we are talking about is a company that has alienated its local customers with a hideous dose of unresponsiveness. Customer service inquiries start with at least a 20 minute wait. We urge you to do a test-try for human contact. Sprint's formula for success, "so innovative," is to reduce labor costs in a market where the customers are captive. And, what makes their corporate behavior so egregious is a master plan that has no room for customer contact, unless it is automated contact.

We beg for justice and we implore you to play hard-ball with companies like Sprint that place profit above the privilege of being our only local telephone provider. Just imagine the hypocrisy of a recording saying how much we are appreciated as customers . . . over and over and over, until it becomes a cancer wiping out, collectively, lifetimes in our community, awaiting service from Sprint. Further imagine the cumulative stress this places on the fabric of families and our community in general. Sprint inflicts excruciating waits on callers and it matters not whether we press 1 for existing or 2 for new service. Sprint doesn't care, we are captive customers and their potential gross revenues have already been projected, so profit margins are simply a function of cutting payroll costs, i.e. fewer customer service reps.

Kindly note the following signatures with phone numbers. All of us have our own horror stories about Sprint's abuse of the public trust (as an exclusive phone provider) and we will welcome your inquiries about our outrage. We hope you will seriously review our complaints within the framework of your mission to provide protection from corporate greed.

Show Sprint, as well as the public which you represent, that there are consequences to corporate misbehavior and that we the public do have recourse.

David F. Witte		(573) 395-4155
		573 634-4067
		(573) 632-6595
	Marta Ricks	(573) 635-5546
		(573) 395-0197
		(573) 395-0197
		573 395-4729
		573-395-4442
		573-395-9940
		573 395-3885
		573-395-4364
		573-635-1196
		573-635-1196
		573 636-2816
		573 796-3619
		573 796-2799
		573-395-4021

Cc: Sprint Corporate Headquarters, KC, MO
 News Tribune, J.C., MO
 Dateline / NBC, 60 Minutes / CBS
 Jay Nixon, Missouri Attorney General

WHAT MOTIVATED THIS HATRED OF SPRINT

My local telephone service was shut off for reasons unknown on about July 29. My L.D. carrier is different. For the four years I've resided at my current address, my bill was always paid via banking@home around the 22nd of each month. No one should have to endure the wait for service that I did. I was never told why the service was interrupted, but that to turn it back on, a credit / debit card payment (less than \$50.) was necessary. So much for customer loyalty. Payment was made, service reinstated by Wednesday. And then Thursday it was out again. I wonder if the Sprint website *e mail* in which I tagged their management and company in general "**jerks & losers**" was a surreptitious payback for my longstanding dislike of Sprint.

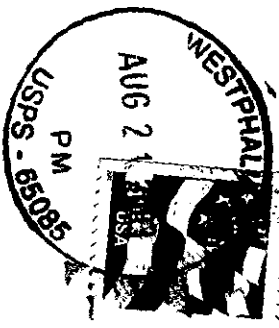
The second disruption of my phone turned out to be an '*oops*' from another installation in my neighborhood (when you dialed my number, you got another party). Although it took a terrible toll in human hours to get through to Sprint, they promised to remedy their error by Friday. Guess what . . .so much for their credibility. I cannot begin to describe the disruption this caused my family life and my service business. It was working later on Monday, after a weekend with stranded teens and visitors in need of directions.

Sprint was just granted a rate increase. It would be very easy to demonstrate the public's disapproval for a corporation that turns a deaf ear to its customers.

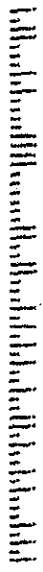
Dave Witte
9304 Osage High St.
Jefferson City, MO 65101

UNITZ
9304 OSAGE HIGH
J.C. MO 65101

PUBLIC SERVICE COMMISSION
200 MADISON
JEFFERSON CITY, MO
65102



65101+2259



11/1