

June 26, 2001

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PUCO Docketing Division  
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Gentlemen:

I am writing to request that you do not raise the rates on the telephone services. I can hardly afford to pay the price I am charged now.

I have a son in North Carolina who I contact about once a month to see how he's doing as he lives alone. My last statement was for over 78.00, as I did not get credit for last month's payment. Needless to say, I could have died of shock!

Why is it necessary for the prices to be so high? Twenty Dollars a month is enough plus the long distance service makes it almost necessary to discontinue services altogether. My husband is practically bedridden and we are in our mid-seventies so a phone is almost necessary, but how much are we expected to take?

If anything, the phone bill should reflect how often the phone is used, rather than how much a company wants us to pay. At this rate, we won't be able to eat pretty soon.

Yours very truly,

*Barbara Knapp*

Mrs. Wayne Knapp  
520 Augdon Dr.  
Elyria, OH 44035-3837

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