

George N Vellios
1915 Cole Drive
Jefferson City, Missouri
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November 25, 2002

Re Case No. TC-2003-0138

Dale Hardy Roberts
Secretary of the Commission
Missouri Public Service Commission
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Service Commission

Tracy Garcia
Staff Manager
AT&T Executive Appeals

Dear Sirs and Ladies,

I have received a document from the legal counsel for AT&T and a letter from the Staff Manager for AT&T Executive Appeals offering to "adjust" my bill to a "zero balance" and to exonerate my credit rating via their collection agency in exchange for my willingness to drop the formal complaint which I filed with the Missouri Public Service Commission. I agree to drop the complaint.

Please note that my correspondence with all parties objects to the principle of being billed for service at a rate of which the customer has not been informed. Had the AT&T people been so good as to inform me that they would be charging standard rate for telephone service until Sprint could get the phone wires reconnected, then I would have kept my family from using the telephone. It is the gospel truth that I requested that Sprint re-establish service immediately upon canceling AT&T service, and believed in all innocence that they could connect us to their trunk line as quickly as AT&T had done to theirs. Mr. Weber asserts that AT&T does not use technology to impede the switching from one firm to another. *Aliis iudicandum.*

I do not wish to pursue the matter further: I am a teacher, and need to spend my time on my subject matter and training my pupils and my children to use their minds. This episode gives new meaning to the phrase *caveat emptor*. I was quite happy with British telephone, and in Greece, with OTE. An open market may be good in a farmers' bazaar, but not over phone lines. I have returned to a very strange country, and am a stranger here. Common sense no longer rules; rings of electronic walls surround deregulated firms who use a perceived political climate and obfuscating legalese language to befuddle and fleece the public they purport to serve.

I thank the members of the Commission for giving me the chance to seek redress. Please continue to protect the common man from the depredations of businesses. These are dark days for those who believe that there are principles to live by other than market forces; the wheel will turn one day.

Yours sincerely,



George N Vellios