Received: from e3000b.state.ms.us by governor.state.ms.us; Fri, 08 Jun 2001 07:58:32 -0500 Received: from mx1.its.state.ms.us (mx1.its.state.ms.us [192.42.4.253]) by e3000b.state.ms.us (8.10.0/8.10.0) with SMTP id f58CvSo03481 for <governor@governor.state.ms.us>; Fri, 8 Jun 2001 07:57:29 -0500 (CDT) Received: from mta02.usi.net (msubim01.usi.net [209.62.150.68]) by mx1.its.state.ms.us (8.10.0/8.10.0) with ESMTP id f58CtTd15959 for <governor@governor.state.ms.us>; Fri, 8 Jun 2001 07:55:29 -0500 (CDT) Received: from msubwt01 ([209.62.154.84]) by mta02.usi.net with ESMTP id <20010608125748.FSTC892.mta02@msubwt01> for <governor@governor.state.ms.us>; Fri, 8 Jun 2001 08:57:48 -0400 Message-ID: <6769751.992004989799.JavaMail.root@msubwt01> From: Honey LeBlanc <honeyleblanc@hotmail.com> To: Ronnie Musgrove <governor@governor.state.ms.us> Subject: Honey LeBlanc Wanted You To Know About This! Mime-Version: 1.0 Content-Type: text/plain; charset=iso-8859-1 Content-Transfer-Encoding: quoted-printable Date: Fri, 8 Jun 2001 08:57:48 -0400

You're receiving a copy of this letter written via PlanetFeedback.com becau= se Honey LeBlanc considers you someone who should be aware of this experien= ce with Sprint Long Distance.

Please handle this letter the same as you would handle any other type of co= nstituent feedback.

To learn more about our services, visit our home page at http://www.planetf= eedback.com, the leading online consumer feedback Web site and recently nom= inated for a prestigious 2001 Webby Award as one of the best services on th= e Internet.

June 8, 2001

TO: William T. Esrey, CEO Sprint Long Distance 2330 Shawnee Mission Parkway Westwood, KS 66205

FROM: Honey LeBlanc 11296 Vidalia Pass Christian, MS 39571

RE: PLANETFEEDBACK REFERENCE NUMBER 773312

Dear Mr. Esrey,

The world thrives on communication today, which is why I'm so upset with th= e overall experience at Sprint Long Distance. Quite honestly, I'm furious a= bout this issue. Just for the record, here's my telephone information: 228 = 586 0322.

I changed my long distance to Sprint from AT&T for some reason. It was no = big deal until one moring 20 days later my long distance was disconnected. = Since I had only received the 8.65 bill the day before and it wasn't due f= or over a week, I knew that couldn't be the problem. When I called and was= put on hold for 20 minutues, I was getting a little upset. When the opera=

tor told me that I would have to send in a \$50.00 "prepay" to get it turned= back on, I was furious. Why on earth was I not asked for this "prepay" in= the beginning? I would never have changed if I knew I was going to have t= o deal with all of this garbage. I think your business practices are highl= y questionable, and plan to file complaints with any and every state and fe= deral agency overseeing (I use that term loosly) long distance companies. = I understand deposits, utilities require them all of the time. I do not, h= owever, understand how you think you can change my service, allow it to run= for three weeks, then decide on a "prepay". =20

The reason I'm a customer of yours is because your prices are very competit= ive. But given the nature of this problem, I'll take my business elsewhere = from now on. And I'll definitely tell other people about my negative experi= ence so they can avoid it in the future. Even if you could resolve this, I = probably wouldn't spend one more dime with you for the solution.=20

Here's what I'd like to see happen: Discontinue the use of this practice. = Even if it is a totally legitimate practice in the telecommunications world= , it gives a strong appearance of shady dealings. Wal-mart can't sell me a= bicycle then decide to require another \$50.00(as a prepay) just in case I = decide to buy something else in the future, so you shouldn't be able to do = so either.

I hope you get back to me soon. In this age of modern communication, seemin= gly simple things should not go unresolved.

Sincerely, honeyleblanc@hotmail.com

CC: Roddy LeBlanc Gene Taylor Thad Cochran Trent Lott Ronnie Musgrove Eric Clark

PlanetFeedback.com helps consumers focus and direct their feedback to compa= nies. It keeps people and organizations who are interested in consumer issu= es informed of the public's experiences and opinions. Involving people and = organizations like you helps consumers become even more influential.

Perhaps you can help this constituent directly. Perhaps it's simply helpful= for you to know the kinds of feedback your constituents are giving and the= companies they are writing to.