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From: TRANTEAM
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Date: 12/19/00 1:43PM
Subject: Fwd: Internet Electronic Mail Interception

For inclusion in the AOL-TW merger Docket No. 00-30

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From: "Paul Zane Pilzer (pcfastnet.com)" <paulzane@pcfastnet.com>
To: <bkennard@fcc.gov>, <tranteam@fcc.gov>
Date: 12/13/00 10:14PM
Subject: AOL- Time Warner Merger Should Not Be Approved

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Chairman William Kennard bkennard@fcc.gov
Federal Communications Commission

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I respectfully request that AOL/Time Warner merger be not allowed for the following reason.

AOL regularly and I suspect deliberately overcharges its customers. Every few months I devote a few hours to contacting AOL--tonight I have spent/wasted 134 minutes phoning AOL and explaining the \$8.00 mistake (overcharges) on my current bill.

AOL removes the overcharges when you reach a Supervisor--but it always takes several hours to reach them by phone (they don't answer their emails) and I have NEVER had a return phone call from an AOL representative who promised to "have his/her supervisor phone me back." Typically, you have to phone AOL four or five times to get a Supervisor on the phone.

I fully believe that AOL has a deliberate policy in place of understaffing its billing department because, unlike most U.S. companies who bill in arrears and have to collect, AOL bills your credit card and simply terminates your service without notice if the charge does not go through.

I look forward to hearing back from you and I am available to testify on this issue if necessary.

Sincerely,

Paul Zane Pilzer

CC: "Paul Zane Pilzer" <publisher@zane.com>