Hills phone company denies misquoting rates

Nationaride Communications Inc., a Farmington Hills phone company that provides operator and long distance services to pay phones, has been cited for violating Michigan's consumer protection act by the state attorney general's office.

The company is specifically cited with providing inaccurate rate quotes and falsely represent-

ing that it was not one of several companies the state took action against last year for excessive rates — charges the company denies.

"The attorney general has filed a notice of intended action under the consumer protection act," as id Chris Delvitt, spokenma frank Kulley.

"We've heard from Nationwide.
There are ongoing discussions.

There are ongoing discussions. Whether there will be a settle-

Farmington Observer

Personal and a Career Mair

ment and no lawsuit, it's hard to say."

Attempts to contact Richard Makens, NCI president, were unsuccessful. But Jeff Ishbis, an atterney representing NCI, denied any wrongdoing on the part of the telecommunications company.

"The substantive issue is that we're misquoing rates. NCI handles approximately 100,000 to 200,000 calls a month," said 1shibia. "If an operator misquotes, if there's a mistake, I can't imagine it was done intentionally.

Kelley alleges that NCI's rate quotes have omitted charges for collect calls, credit card calls and the per call commissions paid to the owner of the property on which the pay phone is located. He further states that consumers have been overcharged, as much as \$4 per call, in comparison with NCI's quoted rates.

"Our rates are published and we shide by them," said Ishbis.

of alternative operator services (AOS) companies. Among its pro-

"We have received the notice of intent (from the attorney general as office) and we've requested to see support for their position."

It is also alleged that Nation-wide's asles representatives have misted potential customers by suggesting that the company was not among long distance providers who were warned last year to lower their rates.

"Initially the attorney general cited seven or eight companies last year and we were not one of them," said I shibia.

De Witt says that's technically correct, but that NCI was cited in a second sweep later last year.

"We believe there is a sufficient pattern of problems with NCI," said DeWitt. This was not an isolated incident or two."

Currently, the state Legislature is considering Senste bill 722 which calls for limited regulation of alternative operator services (AOS) companies. Among its pro-Nationwide. There are ongoing discussions. Whether there will be

Chris DeWitt spokesman for Attorney General Frank Kelley

visions, the bill would can long disance rates and restore limited authority to the Michigan Public Service Commission over AOS companies.

Service Commission over companies.
Competition is not working to protect consumers who make long dirtance calls from pay phones, according to Kelley.
"The AOS providers focus their marketing efforts on the owner of the premises where the phone is located. Meanwhile, the consumer

is a captive customer, usually having no choice but to use the phone that happens to be available, the subject of the supplied of the subject of the subject

ANNIVERSARY CELEBRATION!







LIVONIA MALL (next to Mervyn's) Middlebelt and 7 Mile Road (810) 478-8556



Announcing the opening of Westside Obstetrics and Gynecology

Livonia office

Now two convenient locations:

Suite 3, Livonia (313) 464-9055

15370 Levan Road and 5800 N. Lilley Road, Canton (313) 981-2400

- Complete obstetric and gynecologic care
- · Laser and Isparoscopic surgery
- Accepting new patients
- · Evening appointments available

Medical Staff Members:

St. Mary Hospital, Livonia William Beaumont Hospital, Royal Oak











HOMELINE: 953-2020

- Open houses and new developments in your area
- > Free real estate seminar information.

CLASSIFIED AFTER HOURS: 591-0900

Place classified ads at your convenience.

CIRCULATION DEPARTMENT: 591-0500

- If you have a question about home delivery or if you did not ceive your paper, please call one of our customer service representatives during the following hours:
- · Monday and Thursday: 8 a.m 6 p.m.
- Tuesday, Wednesday and Friday: 8:30 a.m. 5:30 p.m

FAX LINE: 1-800-967-5904

- FAX LINE: 1-800-967-5904

 You can use a MasterCard... or Visa' to access the following information from our classified ads. This service is available by noon Wednesday and Saturday:

 Item No. 9402: Looking for a place to rent or someone to share an apartment with? Get a listing of our rental classifieds. Crt: \$5.95.

 Item No. 9700: Collectibles: Auction sales, Antiques crafts, rummage sales. Cost: \$5.95.

 Item No. 9800: Recruition thats motorcurles camera.

- Hem No. 9800: Recreation: boats, motorcycles, campers, airplanes, etc. Cost: \$5.95

Item No. 9822: Vehicles: Used trucks, vans and all makes of automobiles. Cost: \$39.95

O&E ON-LINE EMMINGHAM AND SUBSOUNDING AREAS: 901-4711 - LIYOMA AND SUBSOUNDING AREAS: 591-6903

- You can access On-Line with just about any communications software—PC or Macintosh. On-Line users can:
- · Send and receive unlimited email.
- Access all features of the Internet—Telnet, Copher, WWW and more.
- Read electronic editions of the the Observer & Eccentric newscapers. Chat with users across town or across the country.

To begin your On-Line exploration, call 591-0903 or 901-4711 with your modem.

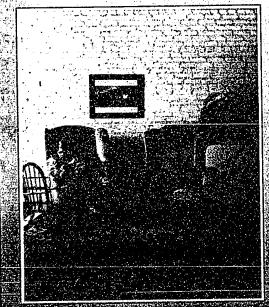
At the login prompt, type: new

At the key prompt, type: 7082

ON-LINE HOTLINE: 953-2266

If you need help or have questions, call the On-Line Hotline at





rag addiction, alcohol dependency, and psychological distress. These area't itelated concerns that affect only one person. They're far-reaching problems that can abatter whole families, and phrage innocent people, when children, into a world of anger, gailt, confusion, and braken troothers.

people, write entirers, not a wurst of anyer, goal, confusion, and broken prombes.

Then's why St. Many Hospital specializes in treating the physical, enotional, spiritral, and secial file of the whole person. white providing the kind of services and special understanding anouse services and special understanding aded to bring the whole family back jato rise chare.

pleture. We offer a full range of adult treatment on an loguistical backs; outpatient programs that wan't disrupt joins or schoolwist; and aftercare and long-terns appear, provided by a come of highly side, and experienced professionals who balance effective and experienced preferiesals was manner and care with companion. And all of our services and harded he are belief in the

care with compassion. And all of our services and specialized programs are backed by our belief in the power of family relationships and involvement. If you or accessor back to you needs help with a channical dependency or with psychological distress, chart and for the problem to get worse. Take the Repl atm jumped bringing the whole family back impatine, and call its.

St. Mary Hospital. We can bely. But first o've got to end (113) 594-3914.



ZEZZOLANITY FIOSPITAL

Asset (Alexandra)