

Medic from page B4

turo stores.
"We have a very close relationship with Gorman's Furniture and when their customers call to have something repaired they will call on us," he said.
"Helping offices and restaurants to adopt a new look for their old furniture is also part of the service Thomas' Furniture Medic provides across the county."

When large commercial jobs come up he networks with one of the other four Furniture Medic franchise owners in metro-Detroit and they complete the project as a team.
"We also specialize in furniture stripping," Thomas said.
"Furniture Medic offers all clients free estimates and if the work proves to be a very minor process that will take less than

an hour Thomas will do the work on the spot."
"If the customer's happy with the estimate and we can take care of the job right then we will," Thomas said.
Currently just a one man operation, Thomas hopes to add a technician and another truck to his crew this year.
To contact Thomas at Furniture Medic call (248)651-1877.

Milestones from page B4

Karen Rogers of Oxford has been named an account executive for the Cadillac account at DMB&B/ Detroit, based in Southfield. She joined the company in 1992 as a sales promotion specialist and in 1993 was named print estimator on the Cadillac account. In 1996, she became media budget manager for Cadillac and other accounts.

Brenda Stickland of Farmington Hills has been promoted to benefits coordinator at HDS Services. She has worked in the company's general services department since she joined it in 1995 after leaving the benefits staff at the University of Michigan.

Denise Rossman of Royal Oak has been promoted to vice president and account supervisor of Doner Automotive. She will be a part of the brand traffic team and build the Detroit and regional accounts. She joined Doner in 1993.

Alberta Simone of Birmingham has been appointed vice president of commercial finance at Hiram Walker in Southfield. He will oversee the consolidation of key commercial and financial roles with-

in the distilled spirits company.
R.C. Smith of Waterford has been promoted to assistant vice president at Franklin Bank. He is the manager of consumer lending and is responsible for overseeing the department. He joined Franklin in 1992 after working for Jacobson Management and Hartman and Tyner.

Famo Royer of Beverly Hills has been named vice president and account supervisor for Dodge Truck Group in EDDO Detroit in Southfield. She will assume full supervisory responsibility for the Dodge Brand and Durango.

New law addresses high OSP fees

Have you ever received a high telephone charge after using an Operator Service Provider (OSP)? You might respond, "I don't know, first I need to know, what is an OSP?"
An OSP is a company that provides operator services for telephone calls. You may encounter an OSP when using public telephones or pay telephones located in hotels, motels, hospitals, restaurants, gasoline stations, convenience stores, etc.
Most often customers make OSP calls when using a calling card, calling collect, or when billing a call to a third party. Some weeks later their residential telephone bill arrives and the customer notices several charges for unusually high amounts from an unfamiliar company and one that isn't his/her local or long distance company of choice.

OSP's may assess charges that are up to 300 percent higher than the state's average rate for operator or long distance services. OSP fee structure may have two components: a per-minute charge and an operator fee based on the type of call you place.
The Federal Communications Commission (FCC) recently passed a new rule, effective July 1, that requires all companies providing service to pay telephones, hotel telephones, or other public telephones to disclose price information to callers before calls are connected, at no charge. What can you do to protect yourself?
Listen for the OSP's recorded message giving the option to get price information prior to the connection of the call. Customers will be able to press a button, such as the pound (#) key, or stay

on the line to hear the per-minute charge and other fees or surcharges applicable to the call charged by the OSP.
Use the toll-free number or access code of the long distance telephone company you want to handle your long distance call. To obtain the company's access code or toll-free number, contact the long distance telephone company directly. OSP's are required to permit use of toll-free numbers or access codes. Here's how to get help.
Direct questions about OSP charges for calls to and from telephones in Michigan to the Michigan Public Service Commission (MPSC) at 1-800-292-9555.
Write or call the FCC for OSP calls which cross state lines or other issues related to OSP's. Address your complaint to: 1-888-225-5322.



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At 80 years young, Medicare Blue spokesman Ernie Harwell still enjoys bicycling.

Ernie Harwell

Baseball Hall of Fame announcer

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Medicare Blue Educational Seminars

Bloomfield
Thursday, April 9
2 p.m. at Bill Knapp's
3900 Telegraph Rd.

Farmington Hills
Thursday, April 2
Thursday, April 16
9:30 a.m. at Bill Knapp's
36650 Grand River Ave.

Livonia
Thursday, April 2
Thursday, April 16
2 p.m. at Bill Knapp's
27925 Orchard Lk. Rd.

Rochester Hills
Wednesday, April 1
Wednesday, April 15
9:30 a.m. at Bill Knapp's
16995 S. Laurel Park Dr.

South Livonia
Wednesday, April 1
Wednesday, April 15
2 p.m. at Bill Knapp's
32955 Plymouth Rd.

Troy
Wednesday, April 8
9:30 a.m. at Bill Knapp's
2078 E. Big Beaver Rd.

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