

To: Info Information; Consumer

Sent: Fri Sep 23 18:30:27 2011

Subject: Fee for BTC services

In today's Guardian, it was suggested to email URCA if anyone has any concerns re the proposed charges for directory assistance.

My concern is for persons with disabilities including the elderly who may not be able to see the book directory or may not have the physical ability to access it and thus depend on directory assistance. My hope is that consideration be given to them to have this service free of charge. A doctors letter or some other proof could be required, but I feel that they should not have to pay. Most of them have limited ability to get around so they depend on the phone. Also, they most likely have the most limited living allowance.

Another consideration is for persons who are not listed in the directory due to misprint or having a new number which is too new to appear In the current directory.

My biggest concern however is for persons with disabilities.

Sincerely. Cynthia Stanko