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Alan Napier  
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January 4, 2001

Federal Trade Commission  
Office of the Secretary  
600 Pennsylvania Avenue  
Room 172  
Washington, DC 20580

RE: AOL – Time Warner Merger

Dear Mr. Secretary:

I am writing for two reasons.

First, to ask for your assistance in my efforts to have AOL Long Distance readjust charges on my December statement. (See attached letter) Charges for calls made with my calling card were increased from 9 cents a minute to 24.9 cents a minute. No advance notice was give to me.

As you can see from my letter to AOL Long Distance, I have had a calling card since 1996. The rate has always been 9 cents a minute. Although AOL Long Distance posted a notice of an increase on America Online, for those of us who do not subscribe this notice was useless.

Rudimentary honorable business practice would dictate a refund of the nearly 300% increase in charges for those of us who were not notified.

Secondly, I believe the extraordinary increase in rates coupled with total disregard to inform the customer is a resounding statement of lack of concern for the consumer by AOL. Granting the AOL – Timer Warner merger is gifting an enormous amount of power. To do this without locking in consumer protections would be foolish.

Sincerely,

  
Clyde (Alan) Napier

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9587 S. Bexley Drive  
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January 4, 2001

Mr. Greg Luff  
AOL Long Distance  
2794 Alternate Avenue 19 North  
Palm Harbor, FL 34683

VIA FEDERAL EXPRESS  
AIRBILL 7904 3793 9938

Re: Calling Card 2223-2836-4640  
Phone (402) 896-1464

Dear Mr. Luff:

I am withdrawing my authorization to bill my Visa Card you have on file for AOL Long Distance charges. I want all future charges billed to me directly at my home address.

Also, I am protesting the charges on my December statement. The rate for interstate calls was raised from 9 cents a minute to 24.9 cents a minute beginning with this statement. I was not notified of any change.

I understand a notice was posted on AOL, but for those of us who are not members of AOL this method of communication was useless.

Basic fairness would dictate that you refund the charges over 9 cents a minute, and maintain that rate for any future charges.

Please acknowledge receipt of this notice.

I would also appreciate a response with regard to the 24.9 cents a minute charges. AOL Long Distance and I contracted for 9 cents a minute in 1996 and I have been paying that every since. Instituting an increase of almost 300% without any advance notice whatsoever is unconscionable.

Sincerely,

Clyde (Alan) Napier

CC: **Federal Trade Commission**