

TO: Louisiana Staff

FROM: State Office

RE: Complaints against telephone company and F.B.I.

Periodically we raise hell about the telephone company and the F.B.I. giving us "inadequate" service. This usually brings a representative of the phone company or the F.B.I. to the State Office for a substantiation of the complaint. We like to present a strong case, because sometimes we get some action. Ergo, we ask you to do the following:

1.) Whenever you have trouble with an operator (delays, disconnections, etc.) - even if you think it's legitimate - write it down!! Record the date, time, number from which you're calling and number you are calling. Also note how the call was made (collect, credit card, charged to your number, etc.) and, if it was person-to-person, to whom.

2.) Whenever you have trouble with the F.B.I. (refusing to come and take a statement, intimidating witnesses, etc.) record the date, time, place and name of the agent.

In both cases, explain exactly what happened. BE AS SPECIFIC AS POSSIBLE. Also give any pertinent information about what led up to the incident.

Send these documentaries to the State Office every two weeks. If you are particularly outraged over the incident, report it to the State Office on your regular WATS line call and follow it up with a written report.

Please be sure that everyone working with you reads and observes this memo - it is important.