

TC97-008

CM/

TC97-008

DOCKET NO.

In the Matter of IN THE MATTER OF THE COMPLAINT
FILED BY ROBERT E. MCGINNIS,
PIERRE, SD, AGAINST U S WEST
COMMUNICATIONS, INC. REGARDING
PHONE BILL AND DEPOSIT

Public Utilities Commission of the State of South Dakota

DATE

MEMORANDA

1/21/97	Filed andocketed;
1/23/97	TC for filing,
3/11/97	Order dismissing Complaint and Closing Rocket;
3/11/97	Rocket Closed

PLEASE TYPE OR PRINT

TC97-008

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA

JAN 21 1997

COMPLAINT

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

Complainant(s): (The party filing the complaint)		Respondent(s): (The person or Company complained against)	
Name	Robert E. McEnnis	Company	USWEST
Address	220 N. Pierce	Address	
City	Pierre, SD 57501	City	
State, Zip		State, Zip	
Work Phone		Contact Person	
Home Phone	284 6942	Phone	

The facts giving rise to my complaint are: *Never inform me other
call been made on my phone
about the block ~~in~~ always
harassing about phone bills
so they force me in having
phone shut off. Then using
my cell phone not finding a job
and end up five hundred dollar
phone bill about every 2 to 3
bills they never have any
discount or anything they
always got more money with
out this harassment what
do they expect people on
social disability*

*always give them phone bill
always got paid so they have
no need to be so to a stark
leave it*

(NOTE: Please attach additional pages, if necessary, to explain your situation. Also enclose copies of any bills or other documents which may pertain to your complaint. If you know them, please make reference to any laws, rules, or orders of which a violation is claimed.)

WHEREFORE, I ask that the Commission enter an Order granting the following relief: (What do you think the Commission should do to solve your problem?) *Some compensation for the damage they put my family through calling and got my phone set*

(NOTE: Attach any additional pages, if necessary.)

Dated at *1-21-97*, South Dakota, this *21* day of *January*, 19*97*

Robert E. McEnnis
Signature of the Complainant
Robert E. McEnnis
Signed in presence of *Public Utility*
Notary Public

Name, address and telephone number of your attorney, if any. If Complainant is not represented by an attorney, leave blank.

(Complaint must be notarized before a notary public prior to sending it to the Commission.)

VERIFICATION

State of South Dakota)
County of *Sioux*) SS

On this *21st* day of *January*, 19*97*, before me personally came and appeared *Robert E. McEnnis*, known, and known to me, to be the individual

described herein and who executed the foregoing instrument, and who duly acknowledged to me that he/she executed same in the presence of me, a Notary Public, and who acknowledged to me that he/she executed same



Terry J. McEnnis
NOTARY PUBLIC

NEXT

DOCUMENT (S)

DISREGARD

BACKGROUND

Balance Forward	New Charges	Total Amount Due	Due Date for Charges
\$ 00	\$83.64	\$83.64	Jan 15, 1997

Account Summary

▼ New Charges	For questions, call:	
U.S. WEST Communications	1-800-244-1111	\$3.64
Total New Charges		\$83.64
TOTAL AMOUNT DUE		\$83.64

We appreciate your business.

A late payment charge of 1.5% or minimum of \$1.00 may apply if total amount due does not reach us by Jan 25, 1997.

The company you have chosen for interLATA calls/long distance calls outside your local toll calling area is AT&T.

Effective with January bills, the following optional service prices will increase to: Line-Backer \$2.50, Line-Backer Plus \$3.00. To change, cancel or get more information call 1-800-244-1111.

U.S. WEST Communications, PO Box 9301, Des Moines, IA 50306-9301

WELCOME MESSAGE

WELCOME. WE ARE PLEASED TO HAVE YOU AS A CUSTOMER AND HOPE YOU WILL ENJOY THE SERVICES BILLED BY U.S. WEST COMMUNICATIONS. TO ASSIST YOU IN ESTABLISHING AND PROTECTING A GOOD CREDIT RECORD, WE WOULD LIKE TO TAKE THIS OPPORTUNITY TO EXPLAIN THE BILLING POLICIES IN BRIEF.

THIS FIRST BILL INCLUDES CHARGES FOR SERVICES BILLED BY U.S. WEST COMMUNICATIONS FROM THE DATE OF CONNECTION TO THE DATE OF THIS BILL. THE SERVICE CONNECTION CHARGE AND A CHARGE FOR ONE MONTH'S LOCAL SERVICE IN ADVANCE.

YOUR REGULAR MONTHLY BILL IS DATED THE 25TH OF EACH MONTH AND YOUR CREDIT CARD PAYMENT IS NOT RECEIVED BY THE DUE DATE PRINTED ON YOUR BILL. IF YOUR PAYMENT IS NOT RECEIVED BY THIS DATE, YOU MAY BE ASSESSED A LATE PAYMENT FEE. PAYMENT OF YOUR BILL BY THE DUE DATE WILL ENABLE YOU TO ESTABLISH AND MAINTAIN A GOOD CREDIT RECORD WITH US.

A DETAILED EXPLANATION OF OUR BILLING, COLLECTION, AND DEPOSIT POLICIES CAN BE FOUND IN THE CUSTOMER GUIDE SECTION OF YOUR TELEPHONE DIRECTORY.

WE WELCOME YOU AS A CUSTOMER. SHOULD YOU HAVE ANY QUESTIONS CONCERNING ANY OF THE SERVICES U.S. WEST COMMUNICATIONS BILLS FOR, A TELEPHONE NUMBER TO CALL REGARDING THE SERVICES HAS BEEN PROVIDED ON YOUR BILL.

▼ LOCAL CHARGES

MONTHLY SERVICE (DEC 25 THRU JAN 24) 15.95

BASIC SERVICES

These services are necessary for you to use your telephone.

RESIDENCE LINE	15.95
FEDERAL ACCESS CHARGE	3.50
911 EMERGENCY SURCHARGE	.75
DIRECTORY ASSISTANCE USAGE	4.80
OTHER CHARGES AND CREDITS	32.13
LONG DISTANCE	5.71
TELECOMMUNICATIONS RELAY SERVICES	15
TAX, FEE, 11% STD. 3.73	4.84

U.S. WEST COMMUNICATIONS LOCAL CHARGES 67.83

DIRECTORY ASSISTANCE USAGE

13 CALLS	
LESS 12 CALL ALLOWANCE	4.80
12 BILLABLE CALLS AT \$4.00 PER CALL	4.80

TOTAL DIRECTORY ASSISTANCE USAGE 4.80

OTHER CHARGES AND CREDITS

ITEM	PER MONTH	
DEC 13		
NEW SERVICE CHARGE		
FROM DEC 14 3M THRU DEC 24 96	15.95	3.88
RESIDENCE LINE	3.50	1.28
FEDERAL ACCESS CHARGE		
ONE-TIME CHARGE FOR		
RESIDENCE LINE		25.00
TOTAL OTHER CHARGES AND CREDITS		32.13

LONG DISTANCE CALLS

NO.	DATE	TIME	PLACE	AREA NUMBER	TYPE	MIN	AMOUNT
4	DEC 19	932PM	FR RAPID CITY	SD 605.342.7540	EF	2.9	2.77

Patient Pending

continued on back

FINAL ACCOUNT NOTICE

USWEST COMMUNICATIONS 

ACCOUNT NUMBER 605 224-6992

745

YOUR CREDIT CONSULTANT
PHONE NUMBER IS 800 423-8994

ROBERT E MCGINNIS
226 N PIERCE AV
PIERRE SD 57501

MAIL PAYMENT TO:
U S WEST COMMUNICATIONS
PO BOX 737
DES MOINES, IA 50338-0001

***** REMINDER *****

YOUR FINAL BILL OF \$37.80 FOR SERVICES BILLED BY U S WEST COMMUNICATIONS
HAS NOT BEEN PAID.

WE REQUEST THAT YOU MAKE PAYMENT TODAY OR CALL US ON 800 423-8994 TO
ESTABLISH A PAYMENT ARRANGEMENT.

IF YOUR PAYMENT HAS BEEN SENT, PLEASE ACCEPT OUR THANKS AND DISREGARD
THIS NOTICE.

MAIL YOUR PAYMENT WITH THIS NOTICE TO U S WEST COMMUNICATIONS,
P.O. BOX 737, DES MOINES, IA 50338-0001.

RETURN THIS PORTION WITH YOUR PAYMENT

ACCOUNT NUMBER 605 224-6992
ROBERT E MCGINNIS

745

U S WEST COMMUNICATIONS
PO BOX 737
DES MOINES, IA 50338-0001

TOTAL AMOUNT DUE \$37.80

74022469922020207457 00000 112596 010000000000 0000037804 81001

FINAL ACCOUNT NOTICE

ACCOUNT NUMBER 605 224-6992

745

USWEST COMMUNICATIONS @

ROBERT E MCGINNIS
226 N PIERCE AV
PIERRE SD 57501

YOUR CREDIT CONSULTANT
PHONE NUMBER IS 800 423-8994

MAIL PAYMENT TO:
U S WEST COMMUNICATIONS
PO BOX 737
DES MOINES, IA 50338-0001

***** FINAL NOTICE *****

YOUR PAYMENT OF \$37.80 FOR FORMER SERVICES BILLED BY
U S WEST COMMUNICATIONS IS LONG OVERDUE.

WE HAVE REMINDED YOU OF THIS DELINQUENT ACCOUNT AND OFFERED YOU AN OPPORTUNITY
TO ESTABLISH A PAYMENT PLAN WITH US.

WE NOW MUST INSIST THAT YOU MAKE IMMEDIATE PAYMENT IN FULL. IF THIS IS NOT
POSSIBLE, WE ARE MAKING A FINAL OFFER TO ARRANGE A SATISFACTORY PAYMENT PLAN
IF YOU CALL US NOW ON 800 423-8994.

WE PREFER TO SETTLE THIS MATTER DIRECTLY WITH YOU, BUT IF YOU FAIL TO MAKE
PAYMENT OR MAKE PAYMENT ARRANGEMENTS WITHIN FIVE DAYS, WE WILL REFER YOUR
ACCOUNT TO OUR COLLECTION AGENCY WITH INSTRUCTIONS TO TAKE WHATEVER STRONGER
ACTION IS NECESSARY TO SECURE PAYMENT.

MAIL YOUR PAYMENT WITH THIS NOTICE TO U S WEST COMMUNICATIONS,
P.O. BOX 737, DES MOINES, IA 50338-0001.

RETURN THIS PORTION WITH YOUR PAYMENT

ACCOUNT NUMBER 605 224-6992
ROBERT E MCGINNIS

745

U S WEST COMMUNICATIONS
PO BOX 737
DES MOINES, IA 50338-0001

TOTAL AMOUNT DUE \$37.80

79022469922020207457 00000 112546 010000000000 0000037804 81001

South Dakota
Public Utilities Commission
State Capitol 500 E. Capitol
Pierre, SD 57501-5070
Phone: (605) 332-1782
Fax: (605) 773-3809

TELECOMMUNICATIONS SERVICE FILINGS

These are the telecommunications service filings that the Commission has received for the period of:

01/17/97 through 01/23/97

If you need a complete copy of a filing faxed, overnight expressed, or mailed to you, please contact Delaine Kolbo within five days of this filing.

DOCKET NUMBER	TITLE/STAFF/SYNOPSIS	DATE FILED	INTERVENTION DEADLINE
FORMAL COMPLAINT			
TC97-008	Robert E. McGinnis vs U S WEST Communications. The complaint involves international call blocking, reconnection fees, unreasonable U S WEST employees, and ongoing communications issues. (Staff: LH/CH)	01/21/97	NA
NEGOTIATED/ARBITRATED AGREEMENT FILED			
TC96-160	Western Wireless Corporation and U S WEST Communications, Inc. submitted copies of the contract entered into between the parties in compliance with the provisions of 47 U.S.C. § 252(e). Any person wishing to comment on the parties' request for approval may do so by filing written comments with the Commission and the parties to the agreement no later than 5 business days after the agreement is submitted to the Commission. Parties to the agreement may file written responses to the comments within 5 business days of service. The Commission will enter an order approving or rejecting the agreement within 30 days after submission of the agreement by the parties.	01/23/97	Comments due by 01/30/97
FULLY COMPETITIVE TELECOMMUNICATIONS FILINGS			
NA	Teleconnect Company filed to make a text correction to its 10321 Promotion. The change is effective January 18, 1997.	01/17/97	NA
NA	GTE Card Services Incorporated d/b/a GTE Long Distance filed to add Private Line Service and Large Business Voice Service to its Tariff No. 1. The issue date of this filing is January 23, 1997.	01/23/97	NA
NA	Mdco Communications filed to increase the rates to all but dedicated access plans. The increases are effective February 17, 1997.	01/23/97	NA

Important Notice: The Commission is compiling a list of internal addresses. If you have an internal address, please notify the Commission by E-mailing it to Terry Neum at: terrynj@pub.state.sd.us. Filing the address to the Commission at: 605-773-3809.

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA**

IN THE MATTER OF THE COMPLAINT FILED) BY ROBERT E. MCGINNIS, PIERRE, SOUTH) DAKOTA, AGAINST U S WEST) COMMUNICATIONS, INC.)	ORDER DISMISSING COMPLAINT AND CLOSING DOCKET TC97-008
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On January 21, 1997, the Public Utilities Commission (Commission) received a formal complaint from Robert E. McGinnis (McGinnis), Pierre, South Dakota, against U S WEST Communications (U S WEST) concerning international call blocking, reconnection fees, unreasonable U S WEST employees, and ongoing communications issues. Staff indicated that the parties have resolved all the issues raised in the complaint without the necessity of the matter proceeding further.

On March 4, 1997, at its regularly scheduled meeting, the Commission reviewed this matter. The Commission has jurisdiction over this matter pursuant to SDCL Chapters 49-13 and 49-31, and ARSD 20.10.01.07.01 and 20.10.01.08.01. As McGinnis and U S WEST have resolved all the issues complained of by McGinnis, Commission Staff recommended that the Commission dismiss the complaint and close the docket. It is therefore

ORDERED, that the complaint be dismissed and that docket TC97-008 be closed.

Dated at Pierre, South Dakota, this 11th day of March, 1997

CERTIFICATE OF SERVICE
<small>The undersigned hereby certifies that this document has been served today upon all parties of record in this docket, as listed on the docket service list, by facsimile or by first class mail in properly addressed envelopes, with charges prepaid thereon.</small>
By: <u>Nelson-Klein</u>
Date: <u>3/12/97</u>
<small>(OFFICIAL SEAL)</small>

BY ORDER OF THE COMMISSION

James A. Burg
JAMES A. BURG, Chairman

Pam Nelson
PAM NELSON, Commissioner

Laska Schoenfelder
LASKA SCHOENFELDER, Commissioner