

Consumer Complaint Orders - Issued 1999

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

IN THE MATTER OF THE COMPLAINT FILED BY)	ORDER
THELMA "SALLY" FOX, HURON, SOUTH DAKOTA,)	DISMISSING
AGAINST TOUCHTONE COMMUNICATIONS)	COMPLAINT
REGARDING UNAUTHORIZED BILLING FOR SERVICES)	AND CLOSING
AND A LACK OF A CERTIFICATE OF AUTHORITY)	DOCKET
)	
)	CT99-009

On July 8, 1999, the Public Utilities Commission (Commission) received a complaint filed by Thelma "Sally" Fox, Huron, South Dakota (Complainant), against Touchtone Communications (Touchtone) regarding the unauthorized billing for services. Touchtone does not have a certificate of authority to act as a telecommunications company. Complainant alleged that her long distance phone service was switched to Touchtone prior to her May 1999, billing without authorization and that she has been unable to resolve the dispute. She is seeking reimbursement of the charges and penalties assessed.

Pursuant to ARSD 20:10:01:08.01 and 20:10:01:09, if a complaint cannot be settled without formal action, the Commission shall determine if the complaint shows probable cause of an unlawful or unreasonable act, rate, practice or omission to go forward with the complaint.

On November 1, 1999, at a duly noticed meeting, Commission Staff informed the Commission that the parties had reached a settlement as to the billing and penalties and the Complainant wished to have the complaint dismissed and the docket closed.

The Commission finds that it has jurisdiction over this matter pursuant to SDCL 49-13-1, 49-13-4, 49-13-13, 49-13-14.1, 49-31-3, 49-31-7, 49-31-7.1, 49-31-11, 49-31-89 through 49-31-96, inclusive, and ARSD 20:10:01:08.01 and 20:10:01:09. The Commission voted unanimously to dismiss the complaint and close the docket. It is therefore

ORDERED, that this complaint be dismissed and the docket be closed.

Dated at Pierre, South Dakota, this 4th day of November, 1999.

CERTIFICATE OF SERVICE

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.

By: _____

Date: _____

(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION:

JAMES A. BURG, Chairman

PAM NELSON, Commissioner

LASKA SCHOENFELDER, Commissioner

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