

Consumer Complaint Orders - Issued 1999

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

IN THE MATTER OF THE COMPLAINT FILED BY JOHN AND ROBERTA LOVALD, PIERRE, SOUTH DAKOTA, AGAINST SPRINT COMMUNICATIONS COMPANY L.P. REGARDING UNAUTHORIZED SWITCHING OF SERVICES)))))))	ORDER DISMISSING COMPLAINT AND CLOSING DOCKET
		CT99-016

On July 22, 1999, the Public Utilities Commission (Commission) received a complaint by John and Roberta Lovald, Pierre, South Dakota (Complainants), against Sprint Communications Company L.P. (Sprint) regarding unauthorized switching of services. The Complainants are requesting that the Commission take appropriate action because: "I am tired of having to bulldog our phone bills." A regularly scheduled meeting of August 17, 1999, the Commission found probable cause and ordered Sprint to file its answer within 20 days.

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 September 21, 1999, at a duly noticed meeting, Commission Staff informed the Commission that the parties had reached a settlement and the Complainants 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 23rd day of September, 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

LASKA SCHOENFELDER, Commissioner

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