



Phone 605-348-4477, FAX 605-348-5037
Post Office Box 4220, Rapid City, SD 57709-4220

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NOV 05 2007

**SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION**

November 2, 2007

Consumer Affairs
SD Public Utilities Commission
500 East Capitol Avenue
Pierre, SD 57501-5070

To Whom It May Concern:

Enclosed is a formal complaint from Black Hills Shooters Supply against Reduced Rate Long Distance, LLC. I have also included copies of the invoices and the collection letter I have received, as well as a copy of the fax sent to Jason at the SD PUC which includes some brief information on our issue.

Please let me know if you have any questions or need additional information.

Thank you,

A handwritten signature in cursive script that reads "Beth Haivala".

Beth Haivala, Partner, BHSS LLLP
dba Black Hills Shooters Supply

RESOLUTION REQUEST

I ask that the Public Utilities Commission grant the following remedy. (What do you think the Commission should do to solve your complaint? Be specific in your request for a resolution.)

See attached

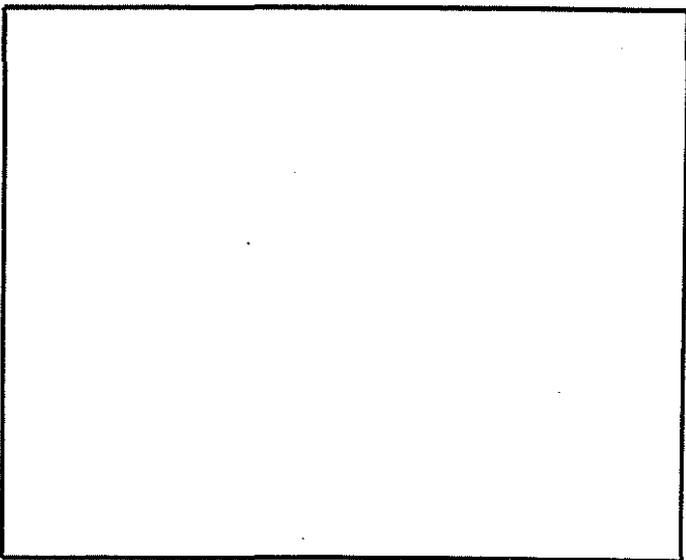
NOTE: Please attach any additional pages, if necessary

AFFIRMATION STATEMENT

I hereby affirm that these statements are true and accurate to the best of my knowledge.

Beth Hawala, Partner *11/2/07*

Complainant's Signature(s) Date
Back Hills Shooters Supply



COMPLAINT

Some time earlier this year, possibly April or May, I received a couple calls telling me if Black Hills Shooters Supply (BHSS) didn't sign up for this service BHSS would be charged more for our phone service. I never agreed to switch to any of these. I didn't write down the name of the company or person calling as I wasn't interested and never approved a switch. The last call I received, the caller sounded agitated with me when I said I wasn't interested. He hung up on me in the end.

BHSS received invoice #74240, dated 6/20/07 for \$16.12, from Reduced Rate Long Distance LLC (RRLD) in late June. I called Prairiewave, our telephone service provider to inquire on this invoice. I was given the phone number of the SD PUC to forward this information to them. I talked to Jason. He advised me not to pay the invoice and asked that I fax a copy to him. I faxed the invoice and a brief update of our issue on 7/2/07.

BHSS received another invoice, #80950 dated 7/20/07 for \$26.74. Cara Semmler, SD PUC, called to see if we had any additional information or invoices to report. I updated her on the invoices we received. She again advised that we not pay any invoices.

BHSS received another invoice, #86630 dated 8/20/07 for \$36.73 from RRLD on 8/30/07. Cara called again on 9/4/07. She informed me that RRLD has agreed to stop collections and the SD PUC was hoping to come to an agreement with RRLD's lawyers.

BHSS received another invoice, #91859 dated 9/20/07 for \$47.03 from RRLD on 10/4/07. Each invoice was for the balance due on the previous one plus additional costs each month.

BHSS received a collection letter dated September 28, 2007. The amount due was for the total of the 8/20/07 invoice.

RESOLUTION REQUEST

We request that RRLD close our account, discontinue sending invoices to BHSS, close their claim on BHSS with the collection agency, reverse any negative claims towards BHSS resulting from this issue with any credit bureaus they may have contacted or who may have received this erroneous information, and pay a fine for fraudulent actions in the amount the SD PUC deems appropriate.

To: Jason, SD PUC

From: Beth, Black Hills Shooters Supply

Date: 7/2/07

Subject: Questionable telephone bill

Following is the invoice I received from Reduced Rate Long Distance, LLC. I don't recall switching. Someone called a couple times a few months back trying to make us switch due to "increased costs" on our phone bills. I did not make a switch then, but did not document the conversation. I do recall the conversation ending with the rep. who called me getting a little frustrated with me for not switching and saying something like "you will have to pay more if you don't switch, but that will be your problem". I questioned it at the time and wonder if this is related. I don't recall the business name the rep. gave me. I would guess this conversation took place about 2 or 3 months ago.

Thanks for your help on this.

Beth Haivala
Partner



+WC 1-800-332-1782

Reduced Rate Long Distance, LLC
P.O. Box 1297
Burlington, NJ 08016

Jason
Fax 866-757-6031



Account Number: [REDACTED]
Invoice Number: 74240
Invoice Date: 06/20/2007
Page Number: 1

BLACK HILLS SHOOTER SPLY
[REDACTED]
RAPID CITY SD 57703

For Your Records
Payment Date _____
Check Number _____
Amount Paid _____

ACCOUNT SUMMARY

Amount of Last Bill:	\$0.00
Payments:	\$0.00
Adjustments:	\$0.00
Balance Forward:	\$0.00
Recurring:	\$0.00
Other Charges:	\$11.72
Taxes and Fees:	\$4.40
=====	
Current Product Total	\$16.12
Total Due:	\$16.12

For Customer Service call (877) 922-6699 or email info@rrld.net

1.5% late fee applies after 30 days

Please detach here and return this portion with your payment

Would you like us to automatically bill your credit card every month? Yes No

Account Number: [REDACTED]
Account Name: BLACK HILLS SHOOTER SPLY
Invoice Number: 74240

Visa Mastercard Discover AmEx
Credit Card Number _____

Expiration Date _____

Billing Address (if different than this billing address) _____

3 digit security code (4 digit with AmEx) _____

Please make checks payable to:
(or pay by credit card)

Reduced Rate Long Distance, LLC
P.O. Box 1297
Burlington, NJ 08016

Amount Due: \$16.12 Amount Paid:
Payment is due upon receipt

Account Number: [REDACTED]
 Invoice Number: 74240
 Invoice Date: 06/20/2007
 Page Number: 3

Product Summary

Description	Amount	Description	Amount
Monthly Charges			
Location: Main Location			
ProductID: 6053484477			
PICC (20070523.1).....	\$2.93		
PICC.....	\$2.93		
FCC Regulatory Fee (Wireline).....	\$0.02		
Fed Universal Service Fund.....	\$0.60		
Regulatory Recovery Fee.....	\$2.23		
Sales Tax.....	\$0.35		
Statutory Gross Receipts.....	\$0.35		
SubTotal:	\$9.41		
ProductID: 6053485037			
PICC (20070523.1).....	\$2.93		
PICC.....	\$2.93		
FCC Regulatory Fee (Wireline).....	\$0.01		
Fed Universal Service Fund.....	\$0.34		
Sales Tax.....	\$0.25		
Statutory Gross Receipts.....	\$0.25		
SubTotal:	\$6.71		
Total:	\$16.12		
Grand Total:	\$16.12		

Account Number: [REDACTED]
 Invoice Number: 74240
 Invoice Date: 06/20/2007
 Page Number: 2

Taxes and Fees Summary

Federal	
Regulatory Recovery Fee.....	\$2.23
FCC Regulatory Fee (Wireline).....	\$0.03
Fed Universal Service Fund.....	\$0.94
State	
Sales Tax.....	\$0.60
Statutory Gross Receipts.....	\$0.60
	Totals: \$4.40

Other Charges

Long Distance	<u>Line Count</u>	<u>MRC</u>	<u>NRC</u>
PICC: Multi Line Busi.....	2	\$5.86	
		Totals: \$5.86	\$0.00

Location Summary

	<u>Recurring</u>	<u>Other Charges</u>	<u>Tax</u>	<u>Total</u>
Location: Main Location				
6053484477	\$0.00	\$5.86	\$3.55	\$9.41
6053485037	\$0.00	\$5.86	\$0.85	\$6.71
=====				
SubTotal:	\$0.00	\$11.72	\$4.40	\$16.12
=====				
Totals:	\$0.00	\$11.72	\$4.40	\$16.12

Reduced Rate Long Distance, LLC
P.O. Box 1297
Burlington, NJ 08016



Account Number: [REDACTED]
Invoice Number: 80950
Invoice Date: 07/20/2007
Page Number: 1

BLACK HILLS SHOOTER SPLY
[REDACTED]
RAPID CITY SD 57703

For Your Records
Payment Date _____
Check Number _____
Amount Paid _____

ACCOUNT SUMMARY

Amount of Last Bill:	\$16.12
Payments:	\$0.00
Adjustments:	\$0.00
Balance Forward:	\$16.12
Recurring:	\$0.00
Other Charges:	\$6.54
Taxes and Fees:	\$4.08
=====	
Current Product Total	\$10.62
Total Due:	\$26.74

For Customer Service call (877) 922-6699 or email info@rrld.net

1.5% late fee applies after 30 days

Please detach here and return this portion with your payment

Would you like us to automatically bill your credit card every month? Yes No

Account Number: 60008724
Account Name: BLACK HILLS SHOOTER SPLY
Invoice Number: 80950

Visa Mastercard Discover AmEx
Credit Card Number _____

Please make checks payable to:
(or pay by credit card)

Expiration Date _____
Billing Address (if different than this billing address) _____

Reduced Rate Long Distance, LLC
P.O. Box 1297
Burlington, NJ 08016

3 digit security code (4 digit with AmEx) _____

Amount Due: \$26.74 Amount Paid:
Payment is due upon receipt

Account Number: [REDACTED]
 Invoice Number: 80950
 Invoice Date: 07/20/2007
 Page Number: 2

Taxes and Fees Summary

Federal	
Regulatory Recovery Fee.....	\$2.23
FCC Regulatory Fee (Wireline).....	\$0.03
Fed Universal Service Fund.....	\$1.02
State	
Sales Tax.....	\$0.40
Statutory Gross Receipts.....	\$0.40
<hr/>	
Totals:	\$4.08

Other Charges

Long Distance	<u>Line Count</u>	<u>MRC</u>	<u>NRC</u>
PICC: Multi Line Busi.....	2	\$5.86	
		<hr/>	
Totals:		\$5.86	\$0.00

Location Summary

	<u>Recurring</u>	<u>Other Charges</u>	<u>Tax</u>	<u>Total</u>
Location: Main Location				
5053484477	\$0.00	\$3.27	\$3.39	\$6.66
5053485037	\$0.00	\$3.27	\$0.69	\$3.96
<hr/>				
SubTotal:	\$0.00	\$6.54	\$4.08	\$10.62
<hr/>				
Totals:	\$0.00	\$6.54	\$4.08	\$10.62

Reduced Rate Long Distance, LLC
P.O. Box 1297
Burlington, NJ 08016



Account Number: [REDACTED]
Invoice Number: 86630
Invoice Date: 08/20/2007
Page Number: 1

BLACK HILLS SHOOTER SPLY
[REDACTED]
RAPID CITY SD 57703

For Your Records
Payment Date _____
Check Number _____
Amount Paid _____

ACCOUNT SUMMARY

Amount of Last Bill:	\$26.74
Payments:	\$0.00
Adjustments:	\$0.00
Finance Charge:	\$0.24
Balance Forward:	\$26.98
Recurring:	\$0.00
Other Charges:	\$5.86
Taxes and Fees:	\$3.89
=====	
Current Product Total	\$9.75
Total Due:	\$36.73

Your account is past due. Please pay the balance immediately to prevent being disconnected.

*Rec'd 8/22/07
Case called 9/4/07
- they have agreed to
stop collections &
hoping for agreement
w/ their lawyers.
Possible pay to
either time.*

For Customer Service call (877) 922-6699 or email info@rrld.net

1.5% late fee applies after 30 days

Please detach here and return this portion with your payment

Would you like us to automatically bill your credit card every month? Yes No

Account Number: 60008724
Account Name: BLACK HILLS SHOOTER SPLY
Invoice Number: 86630

Visa Mastercard Discover AmEx

Credit Card Number _____

Expiration Date _____

Billing Address (if different than this billing address) _____

Please make checks payable to:
(or pay by credit card)

Reduced Rate Long Distance, LLC
P.O. Box 1297
Burlington, NJ 08016

3 digit security code (4 digit with AmEx) _____

Amount Due: \$36.73 Amount Paid:
Payment is due 15 days from receipt

Account Number: XXXXXXXXXX
 Invoice Number: 86630
 Invoice Date: 08/20/2007
 Page Number: 2

Taxes and Fees Summary

Federal
 Regulatory Recovery Fee..... \$2.23
 FCC Regulatory Fee (Wireline)..... \$0.03
 Fed Universal Service Fund..... \$0.91

State
 Sales Tax..... \$0.36
 Statutory Gross Receipts..... \$0.36

=====
 Totals: \$3.89

Other Charges

	<u>Line Count</u>	<u>MRC</u>	<u>NRC</u>
PICC: Multi Line Busi.....	2	\$5.86	
		=====	
Totals:		\$5.86	\$0.00

Location Summary

	<u>Recurring</u>	<u>Other Charges</u>	<u>Tax</u>	<u>Total</u>
Location: Main Location				
6053484477	\$0.00	\$2.93	\$3.29	\$6.22
6053485037	\$0.00	\$2.93	\$0.60	\$3.53
				=====
<u>SubTotal:</u>	<u>\$0.00</u>	<u>\$5.86</u>	<u>\$3.89</u>	<u>\$9.75</u>
				=====
Totals:	\$0.00	\$5.86	\$3.89	\$9.75

Reduced Rate Long Distance, LLC
P.O. Box 1297
Burlington, NJ 08016



Account Number: [REDACTED]
Invoice Number: 91859
Invoice Date: 09/20/2007
Page Number: 1

BLACK HILLS SHOOTER SPLY
[REDACTED]
RAPID CITY SD 57703

For Your Records
Payment Date _____
Check Number _____
Amount Paid _____

ACCOUNT SUMMARY

Amount of Last Bill:	\$36.73
Payments:	\$0.00
Adjustments:	\$0.00
Finance Charge:	\$0.55
Balance Forward:	\$37.28
Recurring:	\$0.00
Other Charges:	\$5.86
Taxes and Fees	\$3.89
=====	
Current Product Total	\$9.75
 Total Due:	 \$47.03

Rec'd 10/4/07

For Customer Service call (877) 922-6699 or email info@rrld.net

1.5% late fee applies after 30 days

Please detach here and return this portion with your payment

Would you like us to automatically bill your credit card every month? Yes No

Account Number: 60008724
Account Name: BLACK HILLS SHOOTER SPLY
Invoice Number: 91859

Visa Mastercard Discover AmEx
Credit Card Number _____

Please make checks payable to:
(or pay by credit card)

Expiration Date _____
Billing Address (if different than this billing address) _____

Reduced Rate Long Distance, LLC
P.O. Box 1297
Burlington, NJ 08016

3 digit security code (4 digit with AmEx) _____

Amount Due: \$47.03 Amount Paid:
Payment is due 15 days from receipt

Account Number: [REDACTED]
 Invoice Number: 91859
 Invoice Date: 09/20/2007
 Page Number: 2

Taxes and Fees Summary

Federal	
Regulatory Recovery Fee.....	\$2.23
FCC Regulatory Fee (Wireline).....	\$0.03
Fed Universal Service Fund.....	\$0.91
State	
Sales Tax.....	\$0.36
Statutory Gross Receipts.....	\$0.36
	=====
Totals:	\$3.89

Other Charges

Long Distance	<u>Line Count</u>	<u>MRC</u>	<u>NRC</u>
PICC: Multi Line Busi.....	2	\$5.86	
		=====	
Totals:		\$5.86	\$0.00

Location Summary

	<u>Recurring</u>	<u>Other Charges</u>	<u>Tax</u>	<u>Total</u>
Location: Main Location				
6053484477	\$0.00	\$2.93	\$3.29	\$6.22
6053485037	\$0.00	\$2.93	\$0.60	\$3.53
	=====	=====	=====	=====
SubTotal:	\$0.00	\$5.86	\$3.89	\$9.75
	=====	=====	=====	=====
Totals:	\$0.00	\$5.86	\$3.89	\$9.75