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AUG 31 2001

BEFORE THE PUBLIC SERVICE COMMISSION OF THE
STATE OF MISSOURI

FILED³
UTILITY OPERATIONS
DIVISION

OCT 26 2001

Sam Wood)

(your name))

Complainant)

vs.)

Case No.)

Missouri Public
Service Commission

TC-2002-211

Verizon (Credit Plus Collection Services))

(company name))

Respondent.)

COMPLAINT

Complainant resides at One Timber Pines Court, Defiance, MO 63341

1. Respondent, Verizon (Business Services - ISDN)

(company name)

of _____, is a public utility under the jurisdiction of
the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, complainant states the following facts:

On August 20th, 2001 I received notice from Verizon's collection agency - Credit Plus Collection Services, that I owed 143.72. The letter was dated August 10th which is important by itself. When I called, they informed me that it is for an ISDN account that was closed on June 1999. I asked why did it take so long to inform me of an amount due, they referred me back to Verizon - after seven (7) calls and transfers I was able to find my records with a department called Final Residential Collections (??) and Kathy (800-483-3720) informed me that they had sent several notices to me that were not taken care of. I informed her that I do not have my statements for 1999 on the "history" of the account, but if they would look at the log they would see that it WAS NEVER CORRECT in the billing area the entire time I had service. I had also registered complaints with Missouri Public Services on them during that period. When we checked the address - it was sent to the right street address BUT the wrong city and zip. This was a consistent problem with the account and I informed them several times of this when the account was active!!!!!! I closed the account in good standing and actually asked for a final payment amount with a settlement adjustment. This is why I am confused - it was agreed upon that it was paid in full.

3. The complainant has taken the following steps to present this complaint to the respondent:

I called the Collection agency and they referred me back to Verizon, whom referred me back to the Collection agency - a circle... I wanted to get copies of my history for them to go over all the messed up billing over the 2+ years and numerous complaints of missed bills due to wrong address. They have not responded.

By the way, our home bill has been in force for over 5 years with NO problems on finding our correct zip code... why could they not get the ISDN right. Because service was from a different CO location and had a different exchange associated to it. NOT MY FAULT

I am tired of the incompetence of the system they have and consider this harassment on the part of doing their work. When we agreed to STOP the service we also agreed to a PAID IN FULL settlement.

I have faxed a letter to them and to this department requesting a response in writing of my complete log of adjustments, calls, and bills with paid amounts.

WHEREFORE, Complainant now requests the following relief:

As of this time, my debt to Verizon/GTE or any collection services for any amount against my ISDN services are not my responsibility nor has proper communication of said due amounts been received in a timely fashion by the company to warrant payment of any kind.

Until the items are received and proper investigation has been done, NO credit history claims shall be processed under the law (Missouri or otherwise) and all outstanding possible debt to the creditor is considered without warrant.

I wish to have them stop this and consider it paid in full.

8-28-01

Date

Sam Wood
Signature of Complainant