

**STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION  
JEFFERSON CITY  
October 29, 2001**

**CASE NO: TC-2002-211**

**Office of the Public Counsel**  
P.O. Box 7800  
Jefferson City, MO 65102

**Sam Wood**  
One Timber Pines Court  
Defiance, MO 63341

**General Counsel**  
Missouri Public Service Commission  
P.O. Box 360  
Jefferson City, MO 65102

**Verizon Midwest**  
601 Monroe St., Ste. 304  
Jefferson City, MO 65101

**Enclosed find certified copy of a NOTICE in the above-numbered case(s).**

Sincerely,



**Dale Hardy Roberts  
Secretary/Chief Regulatory Law Judge**

*md*

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI

FILE COPY

Sam Wood, )  
)  
Complainant, )  
vs. )  
)  
Verizon (Credit Plus Collection Services), )  
)  
Respondent. )

CASE NO. TC-2002-211

NOTICE OF COMPLAINT

Verizon Midwest  
601 Monroe Street, Suite 304  
Jefferson City, MO 65101

CERTIFIED MAIL

On October 26, 2001, Sam Wood filed a complaint with the Missouri Public Service Commission against Verizon (Credit Plus Collection Services), a copy of which is enclosed. Pursuant to 4 CSR 240-2.070, the Respondent shall have 30 days from the date of this notice to file an answer or to file notification that the nature of the complaint has been satisfied.

In the alternative, the Respondent may file a written request that the complaint be referred to a neutral third-party mediator for voluntary mediation of the complaint. Upon receipt of a request for mediation, the 30-day time period shall be tolled while the Commission ascertains whether or not the Complainant is also willing to submit to voluntary mediation. If the Complainant agrees to mediation, the time period within which an answer shall be due shall be suspended pending the resolution of the mediation process. Additional information regarding the mediation process is enclosed.

If the Complainant declines the opportunity to seek mediation, the Respondent will be notified in writing that the tolling has ceased and will also be notified of the date by which an answer or notice of satisfaction must be filed. That period will usually be the remainder of the original 30-day period.

OCT 29 2001

All pleadings (the answer, the notice of satisfaction of complaint or request for mediation) shall be mailed to:

Secretary of the Public Service Commission  
P.O. Box 360  
Jefferson City, Missouri 65102-0360

A copy shall be served upon the Complainant at the Complainant's address as listed within the enclosed complaint. A copy of this notice has been mailed to the Complainant.

**BY THE COMMISSION**



**Dale Hardy Roberts**  
**Secretary/Chief Regulatory Law Judge**

(S E A L)

Dated at Jefferson City, Missouri,  
on this 29<sup>th</sup> day of October, 2001.

Copy to: Sam Wood  
One Timber Pines Court  
Defiance, MO 63341

Roberts, Chief Judge

RECEIVED

AUG 31 2001

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED<sup>3</sup>  
UTILITY OPERATIONS  
DIVISION

OCT 26 2001

Sam Wood )

(your name) )

Complainant )

vs. )

Case No. TC-2002-211

Missouri Public  
Service Commission

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.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

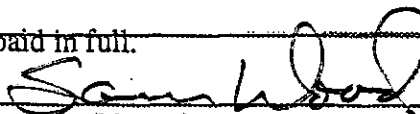
**WHEREFORE, Complainant now requests the following relief:**

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

  
Signature of Complainant



Commissioners  
KELVIN L. SIMMONS  
Chair  
CONNIE MURRAY  
SHEILA LUMPE  
STEVE GAW

## Missouri Public Service Commission

POST OFFICE BOX 360  
JEFFERSON CITY, MISSOURI 65102  
573-751-3234  
573-751-1847 (Fax Number)  
<http://www.psc.state.mo.us>

ROBERT J. QUINN, JR.  
Executive Director  
WESS A. HENDERSON  
Director, Utility Operations  
ROBERT SCHALLENBERG  
Director, Utility Services  
DONNA M. KOLILIS  
Director, Administration  
DALE HARDY ROBERTS  
Secretary/Chief Regulatory Law Judge  
DANA K. JOYCE  
General Counsel

### Information Sheet Regarding Mediation of Commission Formal Complaint Cases

Mediation is process whereby the parties themselves work to resolve their dispute with the aid of a neutral third-party mediator. This process is sometimes referred to as "facilitated negotiation." The mediator's role is advisory and although the mediator may offer suggestions, the mediator has no authority to impose a solution nor will the mediator determine who "wins." Instead, the mediator simply works with both parties to facilitate communications and to attempt to enable the parties to reach an agreement which is mutually agreeable to both the complainant and the respondent.

The mediation process is explicitly a problem-solving one in which neither the parties nor the mediator are bound by the usual constraints such as the rules of evidence or the other formal procedures required in hearings before the Missouri Public Service Commission. Although many private mediators charge as much as \$250 per hour, the University of Missouri-Columbia School of Law has agreed to provide this service to parties who have formal complaints pending before the Public Service Commission at no charge. Not only is the service provided free of charge, but mediation is also less expensive than the formal complaint process because the assistance of an attorney is not necessary for mediation. In fact, the parties are encouraged not to bring an attorney to the mediation meeting.

The formal complaint process before the Commission invariably results in a determination by which there is a "winner" and a "loser" although the value of winning may well be offset by the cost of attorneys fees and the delays of protracted litigation. Mediation is not only a much quicker process but it also offers the unique opportunity for informal, direct communication between the two parties to the complaint and mediation is far more likely to result in a settlement which, because it was mutually agreed to, pleases both parties. This is traditionally referred to as "win-win" agreement.

The traditional mediator's role is to (1) help the participants understand the mediation process, (2) facilitate their ability to speak directly to each other, (3) maintain order, (4) clarify misunderstandings, (5) assist in identifying issues, (6) diffuse unrealistic expectations, (7) assist in translating one participant's perspective or proposal into a form that is more understandable and acceptable to the other participant, (8) assist the participants with the actual negotiation process, (9) occasionally a mediator may propose a possible solution, and (10) on rare occasions a mediator may encourage a participant to accept a particular solution. The mediator will not possess any specialized knowledge of the utility industry or of utility law.

In order for the Commission to refer a complaint case to mediation, the parties must both agree to mediate their conflict in good faith. The party filing the complaint must agree to appear and to make a good faith effort to mediate and the utility company against which the complaint has been filed must send a representative who has full authority to settle the complaint case. The essence of mediation stems from the fact that the participants are both genuinely interested in resolving the complaint.

Because mediation thrives in an atmosphere of free and open discussion, all settlement offers and other information which is revealed during mediation is shielded against subsequent disclosure in front of the Missouri Public Service Commission and is considered to be privileged information. The only information which must be disclosed to the Public Service Commission is (a) whether the case has been settled and (b) whether, irrespective of the outcome, the mediation effort was considered to be a worthwhile endeavor. The Commission will not ask what took place during the mediation.

If the dispute is settled at the mediation, the Commission will require a signed release from the complainant in order for the Commission to dismiss the formal complaint case.

If the dispute is not resolved through the mediation process, neither party will be prejudiced for having taken part in the mediation and, at that point, the formal complaint case will simply resume its normal course.



Date: January 25, 1999

---

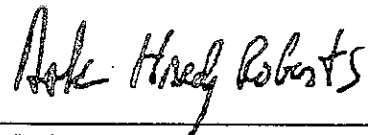
Dale Hardy Roberts  
Secretary of the Commission

**STATE OF MISSOURI**

**OFFICE OF THE PUBLIC SERVICE COMMISSION**

I have compared the preceding copy with the original on file in this office and  
I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City,  
Missouri, this 29<sup>th</sup> day of Oct. 2001.



---

**Dale Hardy Roberts**  
Secretary/Chief Regulatory Law Judge