

July 29, 1999

TC-2000-60

Attached please find my formal complaint against Sprint United Telephone Company concerning unauthorized assessment of the in line maintenance charge on my telephone bill.

Sincerely,

A handwritten signature in black ink, appearing to be "C. P. O. O.", followed by a horizontal line.

FILED

JUL 29 1999

Missouri Public
Service Commission

BEFORE THE PUBLIC SERVICE COMMISSION OF THE
STATE OF MISSOURI

FILED

JUL 29 1999

Missouri Public
Service Commission

CHRISTOPHER G. MILLER
(your name)

Complainant

vs.

Case No. TC-2000-60

SPRINT LIMITED
(company name)

Respondent.

COMPLAINT

Complainant resides at 606 E. High St., Jefferson City,
Mo. 65101-

1. Respondent, ~~SPRINT LIMITED~~ SPRINT LIMITED
(company name)

of JEFFERSON CITY, Mo, 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:

When I had my old telephone number, (573) 635-9693,
I called and asked for the "Inside Maintenance Fee Wire"
to be refunded because I never requested this service.
The money was refunded on the next billings I received.

When my number was changed to an unlisted number,
the "Inside wire maintenance" charge was again applied

without my authorization or request.

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

I called the company and requested the \$3.00 a month charge to be refunded along with \$1.65 per charge that Sprint charges for late bills payment and Sprint United Agreed. Also requested a letter explaining how I got billed for this service when it was never presented to me for consideration. They agreed to this.

WHEREFORE, Complainant now requests the following relief:

Sprint United should have, in writing with the customers signature, permission from customer to add this charge. instead of automatically adding this charge to the bill.

7-29-99

Date



Signature of Complainant



LOCAL COMMUNICATIONS

PAGE 4
573-761-7333
JULY 08, 1999**LOCAL SERVICE**
LOCAL SERVICE FROM JUL 08 TO AUG 07

DESCRIPTION	QUANTITY	UNIT RATE	AMOUNT
TELEPHONE NUMBER 573 761 7333			
LISTING-NONPUBLISHED	1	1.45	1.45
EXTENDED CALLING	1	1.15	1.15
TOUCH-TONE LINE FEATURE	1	1.25	1.25
FOUR FEATURES	1	8.25	8.25
ACCESS LINE-1 PARTY	1	7.62	7.62

TOTAL LOCAL SERVICE 19.72**OTHER SERVICE**
OTHER SERVICE FROM JUL 08 TO AUG 07*added back in April*

DESCRIPTION	QUANTITY	UNIT RATE	AMOUNT
TELEPHONE NUMBER 573 761 7333			
→ INSIDE WIRE MAINTENANCE ←	1	3.00	3.00
RELAY MISSOURI SURCHARGE	1		.13

TOTAL OTHER SERVICE 3.13**CREDITS AND CHARGES**

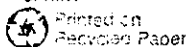
LOCAL NUMBER PORTABILITY .48

TOTAL CHARGES AND CREDITS .48**LONG DISTANCE CHARGES****BILL FROM 573-761-7333**

REF	DATE	TIME	PLACE CALLED	NUMBER CALLED	FROM PLACE	FROM NUMBER	CODE	MIN	AMOUNT
1	JUN 08	12:07:41pm	LINN MO	573-897-9967			AD	2.0	.39
2	JUN 16	09:47:18am	COLUMBIA MO	573-442-5110			AD	4.0	.94
3	JUN 16	11:18:31pm	COLUMBIA MO	573-442-5110			AN	8.0	1.13
4	JUN 23	11:16:07am	COLUMBIA MO	573-442-5110			AD	1.0	.34
5	JUN 28	05:43:44am	TEBBETTS MO	573-295-4718			AN	1.0	.08

SUBTOTAL FOR 573-761-7333 2.88**TOTAL LONG DISTANCE CHARGES** 2.88

SPRINT

Printed on
Recycled Paper

THANK YOU FOR YOUR PROMPT PAYMENT