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August 27, 1999

FILED

AUG 30 1999

Missouri Public
Service Commission

Mr. Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge
Missouri Public Service Commission
301 West High Street, Suite 530
Jefferson City, MO 65101

Re: In the Matter of Christopher G. Miller Complainant, v. Sprint Missouri, Inc.,
Respondent.
Case No. TC-2000-60

Dear Mr. Roberts:

Enclosed for filing are an original and fourteen (14) copies of the Answer and Notice of Satisfaction, in part, filed on behalf of Complaint of Sprint Missouri, Inc.

If you have any questions, please do not hesitate to contact me at (913) 345-7915.

Sincerely,

Linda K. Gardner

Linda K. Gardner

by David Bergmeyer

LKG:ket
Enclosures
cc: All Parties

**BEFORE THE PUBLIC SERVICE COMMISSION
STATE OF MISSOURI**

Christopher G. Miller)
Complainant)
)
v.)
)
Sprint Missouri, Inc.)
Respondent)

Case No. TC-2000-60

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Service Commission

ANSWER AND NOTICE OF SATISFACTION, IN PART, OF COMPLAINT

Comes now Sprint Missouri, Inc. and in response to the Complaint of Christopher G. Miller states as follows:

1. Sprint Missouri, Inc. (Sprint or Respondent) admits that it is a public utility under the jurisdiction of the Public Service Commission of the State of Missouri.

2. Sprint admits that it inadvertently left the inside wire maintenance service on Complainant's account when it changed the phone number for Complainant.

3. Sprint admits that Complainant requested a credit of the monthly charge for inside wire maintenance and the late payment charge that may have applied if Complainant was late paying his bill during this time period. The credit requested was \$16.60. Sprint issued a credit for \$16.60 on July 30, 1999. This credit will appear on Complainant's bill within 60 days of the issuance date, depending upon billing cycles.

4. Sprint sent the attached letter to Complainant. The letter describes the credit, explains that the error was inadvertent, and advises Complainant that Sprint's

service representatives have been reminded of the importance of accuracy in processing orders.

5. Complainant's prayer for relief is premised on the idea that Sprint automatically adds this service to customer bills. Complaint seeks a requirement that Sprint obtain written permission from the customer before applying this charge. Current rules and practice do not require every customer change to be done in writing nor is it practical to do so. Sprint processes a large number of changes daily and customers expect changes to be made when requested without the delay inherent in obtaining written signatures. Nevertheless, it is absolutely not Sprint's practice to automatically add inside wire maintenance to customer bills without customer permission as Complainant assumes. The charges in this case resulted from an error in processing the order and not out of a practice of automatically applying the charge without customer consent.

6. Sprint has issued the credit requested and has removed the charges from Complainant's bill. Sprint does not automatically add this charge to customer bills without permission. Furthermore, Sprint complies with all applicable slamming and cramming requirements. Since this was a simple error, promptly corrected when brought to Sprint's attention, there is simply no basis in law or fact to require Sprint to delay service to its customers by requiring written permission before services are provided or changed.

WHEREFORE, for the foregoing reasons, Sprint seeks a determination by the Commission that the Complaint has been reasonably satisfied and that the Complaint should be dismissed and/or the case closed.

Respectfully Submitted,
SPRINT MISSOURI, INC.

Linda K. Gardner

Linda K. Gardner MoBar #32224

5454 W. 110th Street

Overland Park, KS 66211

Tele. (913)345-7915

Fax. (913)345-7568

Chris Bergmeyer

CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing was mailed to Complainant on this
30 day of August, 1999 at the following address:

Christopher G. Miller
606 E. High St.
Jefferson City, Missouri 65101



P.O. Box 1024
Jefferson City, Missouri 65102-1024
(573) 634-1560
FAX (573) 634-1550

Douglas W. Galloway
Director of Governmental Affairs

August 5, 1999

Mr. Chris Miller
606 E. High St.
Jefferson City, Missouri 65101-3219

RE: Account No. 573/761-7333

Dear Mr. Miller,

Your recent inquiries regarding your account have been referred to me for response. According to the account information, in April 1999 you requested a change in telephone numbers and the removal of inside wire maintenance. While the phone number was changed as requested, the inside wire maintenance service was inadvertently left on the account. Once this error was brought to Sprint's attention, Sprint immediately corrected the account and credited your bill for \$16.60 reflecting a four month credit of the inside wire maintenance charges and late payment charges that might have been charged had you paid your bill late during this time period. This credit was issued on July 30, 1999; but because of billing cycles, it may take 60 days to appear on your local bill.

Given the high volume of changes processed by Sprint daily, it is not surprising that an occasional error may occur. Sprint strives to minimize those errors and we certainly appreciate your bringing this one to our attention. We have discussed this error with the individual service representative and at a "team" meeting to stress the importance of being accurate.

We apologize for any inconvenience you might have experienced and we look forward to serving you in the future.

Sincerely,

A handwritten signature in cursive script, appearing to read "Doug Galloway".

Doug Galloway