STATE OF MISSOURI PUBLIC SERVICE COMMISSION

FILED	ĺ
JUL 14 1999	

IN THE MATTER OF:	Service Commission
MAYADA N. SAID.	
Complainant,))
vs.) Docket No. <u>TC-2000-36</u>
SOUTHWESTERN BELL TELEPHONE COMPANY,)))
Respondent.)

COMPLAINT

For her complaint, Mayada N. Said, complainant, states under oath the following:

- 1. <u>Name address of Complainant</u>: Mayada N. Said at 3615 Bridgeton Valley Court, Bridgeton, Missouri 63044.
- Namé and address of Respondent: Southwestern Bell Telephone Company at
 P. O. Box 67208, Dallas, Texas 75267.
- 3. Nature of Complaint: Mrs. Said disputes the validity of the outstanding balance (319-7) of \$680.44 for Account Number 314-770-2744 for OAN long distance charges + AT.T.

Mrs. Said and her husband, Michael, have made repeated telephone calls to Southwestern Bell objecting to any outstanding balance due in this account. Southwestern Bell's records will confirm those calls and their prompt and full payment of their prior telephone bills.

Disregarding Mrs. Said's objections. Southwestern Bell wrongly reported this disputed telephone bill as a "bad debt" which now appears on Mrs. Said's credit report. This has caused her many serious financial problems, both personally and in business.

*	4.	Relief Sou	ght: I	hereby	request	Southwestern	Bell	immediately	remove	this
repor	ted "ba	d debt" from	Mrs. S	aid's cr	edit repo	ort.				
	Date	d:	Juc.	۷ 7 ₁	1997					
						3615 Bridge		alley Court		
						Bridgeton, N	ИО 6: ,	3044		
STA	TE OF	ILLINOIS)) SS	2						
COU	INTY C	DF ST. CLAI	· •							
	Swoi	rn and subser	ibed to	before 1	me this _	7 day o	6	M	, 1999.	
						•				