

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION
JEFFERSON CITY**

October 4, 1999

CASE NO: TC-2000-60

Office of the Public Counsel

P.O. Box 7800
Jefferson City, MO 65102

Linda K. Gardner

Sprint
5454 W. 110th Street
Oveland Park, KS 66211

General Counsel

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

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

Sincerely,



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

Uncertified Copy:

Christopher G. Miller

606 East High Street
Jefferson City, MO 65101

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Christopher G. Miller,)	
)	
Complainant,)	
)	
v.)	<u>Case No. TC-2000-60</u>
)	
Sprint Missouri, Inc., d/b/a Sprint,)	
)	
Respondent.)	

NOTICE

Christopher G. Miller (Complainant) filed a complaint against Sprint Missouri, Inc., d/b/a Sprint (Sprint), on July 29, 1999. The Complainant states that he was charged for Inside Wire Maintenance although he had not requested this service. Complainant requested that this charge be refunded to him and it was. However, Complainant now alleges that when his telephone number was later changed to an unlisted number, the Inside Wire Maintenance charge was again applied to his bill without his authorization. Prior to filing this complaint, Complainant requested a refund of this charge and for the late payment charge, along with a letter of explanation from Sprint. Complainant contends that Sprint should be required to have a customer's written permission before adding this charge instead of automatically adding it to the bill. The Commission issued notice of the complaint on August 6, 1999.

4

Sprint filed an Answer and Notice of Satisfaction, in Part, of Complaint on August 20, 1999. Sprint admitted that it inadvertently left the Inside Wire Maintenance service on Complainant's account when it changed the phone number for Complainant. Sprint also agreed that Complainant requested a credit of the monthly charge for inside wire maintenance, and any late payment charge, in the amount of \$16.60. Sprint stated that it issued a credit of \$16.60 on July 30, 1999, and that this credit will appear on Complainant's bill within 60 days of the issuance date, depending upon billing cycles. Sprint further alleged that it sent a letter of explanation to Complainant, and attached a copy of this letter.

Sprint stated that Complainant seeks a requirement that Sprint obtain written permission from the customer before applying this charge. In response, Sprint argued that current rules and practice do not require every customer change to be done in writing, nor is it practical to do so. Nevertheless, Sprint indicated that it is not its practice to automatically add Inside Wire Maintenance to customer bills without customer permission, and that the charges in this case resulted from an error in processing the order. Sprint alleged that it complies with all applicable slamming and cramming requirements. Sprint argued that since this was a simple error, which Sprint promptly corrected when it was brought to its attention, there is 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.

Complainant has not filed a response to Sprint's Answer and Notice of Satisfaction, in Part. If Complainant does not file a reply on or before November 3, 1999, this case will be dismissed.

BY THE COMMISSION



Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge

(S E A L)

Dated at Jefferson City, Missouri,
on this 4th day of October, 1999.

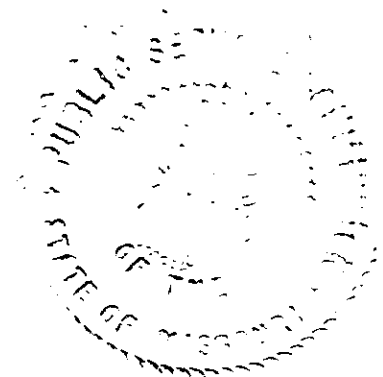
Ruth, Regulatory Law Judge

**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 04th day of October, 1999.



A handwritten signature in dark ink, reading "Dale Hardy Roberts". The signature is written in a cursive style with a horizontal line underneath.

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