

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE  
STATE OF MISSOURI

FILED<sup>4</sup>

APR 14 2006

Name: Guy Gilbert  
Complainant

Missouri Public  
Service Commission

vs.

Case No.

Company Name: Verizon / MCI  
Respondent

COMPLAINT

Complainant resides at 2031 Wendemere Ct.  
(address of complainant)  
Jefferson City, MO

1. Respondent, Verizon / MCI  
(company name)

of 500 Technology Dr, Ste 870, Weldon Springs, MO, is a public utility under the  
(location of company)  
jurisdiction of the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, Complainant states the following facts:

In September of 2005 the respondent informed me as part of the billing process (see attached) that I would receive monthly paper invoices at no charge.

Beginning with my December billing of 2005 and ever since the respondent has been billing me \$8.00 a month for paper invoices plus an additional \$.60 in tax on the \$8.00 each month.

I request a refund of all billed amounts plus the tax.

3. The Complainant has taken the following steps to present this complaint to the Respondent: called customer service where I was told it would be corrected in December to no resolution (see attached).

**Important Update****SIGN UP FOR MCI ONLINE INVOICE TODAY TO AVOID PAPER FEES**

As a reminder, effective with the October 2005 invoice, the monthly paper fee will be increased to \$8 for customers who elect to continue receiving their monthly invoice in paper form rather than choosing MCI's Online Invoice (E-Billing) alternative.

In accordance with applicable tariffs, and our Service Publication and Price Guide posted at [http://global.mci.com/publications/service\\_guide](http://global.mci.com/publications/service_guide), this fee is applied to invoices rendered in paper form where Online Invoice has been made available. The \$8 fee will apply regardless of the size or length of the invoice. In accordance with certain state regulatory requirements, monthly paper invoices are provided at no charge to customers who have service addresses in Alabama, Michigan, Minnesota, Missouri, Virginia, or West Virginia.

As an alternative to paper, MCI Online Invoice offers a convenient online option enabling you to view, manage and pay your invoice. If you aren't already taking advantage of this useful tool, sign up today and experience MCI Online Invoice for yourself! The Online Invoice and Payment option is accessible through the MCI Customer Center, and instructions for registering for these tools are available at <https://customercenter.mci.com>, or from your Customer Service or Account representative.

We sincerely appreciate your business. Please feel free to contact our service professionals at the toll-free Customer Service number printed on the first page of this invoice should you have billing questions or require assistance at any time. (On your Online Invoice, the Customer Service number is available through the "Contact Us" feature.)

**YOUR MCI INVOICE MAY NOW BE PAID ONLINE**

Did you know that you may now take advantage of online payment options available through the MCI Customer Center? Pay your invoice online with confidence and convenience using handy "print and pay," credit card payment, or electronic funds transfer options.

Credit card payment, for example, enables you to make a one-time payment, schedule a one-time payment up to 30 days in advance, or schedule an automatic monthly deduction from your credit card. You may also make similar payment arrangements, through checking account debits, by choosing electronic funds transfer. These options and more are available in the Online Invoice and Payment tool accessible through the MCI Customer Center.

For instructions for registering at the MCI Customer Center and paying your invoice online, contact your MCI Account Team or Customer Service at the toll-free number printed on this invoice.

*Added second line in ~ 2000*



500 TECHNOLOGY DR., STE 870  
WELDON SPRINGS MO 63304

CUSTOMER SERVICE 1-800-749-9600  
CREDIT/COLLECTIONS 1-888-807-8323

Account Number: 9804957491 X26

Invoice Number: 98049574910512  
Invoice Date: 12/16/2005  
Region/Loc: WBS/SB5

9804957491 N1 X26 C14 A 02556 R

GUY C GILBERT  
2031 WENDEMER CT  
JEFFERSON CITY MO 65109

To view and pay your invoice online visit  
[HTTPS://CUSTOMERCENTER.MCI.COM](https://CUSTOMERCENTER.MCI.COM)

Long distance service provided by MCI Communications Services, Inc.  
Local service provided by MCI metro Access Transmission Services LLC  
(MCI metro) or an affiliate.

### Statement Summary

Current Usage Charges \$8.08  
Current Monthly Recurring Charges \$0.00  
Current Non-Recurring Charges \$8.00  
Minimum Usage Charge \$0.00  
Late Payment Charge \$0.00

#### Sub-Total Current Charges

Federal Excise Tax \$0.27  
State and Local Taxes \$0.65  
Federal, State and Local Surcharges \$0.28  
Federal Universal Service Fee (FUSF) \$0.73

#### Total Taxes/Surcharges

Total Current Charges..... \$18.01

Previous Balance \$22.21  
Payments Received - Thank You -\$100.00  
Adjustments \$0.00

Total Previous Balance..... -\$77.79

Please Do Not Pay -\$59.78

### Please Do Not Pay

Account Number: 9804957491 X26

Total Due

Amount Enclosed

Invoice Number: 98049574910512

\$0.00

Please mail correspondence to:  
MCI  
500 TECHNOLOGY DR., STE 870  
WELDON SPRINGS MO 63304

Please remit payment to:

GUY C GILBERT  
2031 WENDEMER CT  
JEFFERSON CITY MO 65109

MCI  
PO BOX 96022  
CHARLOTTE NC 28296-0022

☐ If billing address has changed, check here and complete reverse side

98049574917 20051214 000000000026000



UY C GILBERT  
Account Number: 9804957491 K26

Invoice Date: 05/16/2006  
Invoice Number: 98049574910603  
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### Voice Services Summary

#### Additional Charges Summary

on-Recurring Charges For Service Period 02/15/2006 - 04/14/2006

Description	Quantity	Amount	Discount	Sub-Total	Taxes	Total
Invoice Media Paper	1	\$8.00	\$0.00	\$8.00	\$0.60	\$8.60
Total Non-Recurring Charges.....						\$8.60
Total Additional Charges.....						\$8.60
Total Voice Service.....						\$10.19