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**STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION**

At a session of the Public Service  
Commission held at its office  
in Jefferson City on the 30th  
day of May, 1997.

Kenneth Campbell,	)	
	)	
Complainant,	)	
	)	
v.	)	<u>Case No. TC-97-430</u>
	)	
United Telephone Company of Missouri	)	
d/b/a Sprint,	)	
	)	
Respondent.	)	

**ORDER DISMISSING COMPLAINT**

On April 2, 1997, Mr. Kenneth Campbell filed a complaint against United Telephone Company of Missouri d/b/a Sprint (Sprint). Sprint is a local exchange company providing service in Jefferson City, Missouri. Mr. Campbell is a residential customer in Sprint's Jefferson City, Missouri service area. Mr. Campbell states that Sprint's representative told him that Sprint's Caller ID service would display the caller's name and telephone number for a cost of \$5.95 per month. Mr. Campbell agreed to pay \$5.95 per month for this service. Mr. Campbell goes on to explain that his telephone would display "unknown caller" and the telephone number of local calls only. Mr. Campbell alleges that he called Sprint and was informed that the name would be displayed starting around the first of the year. Sprint explained that it would cost an additional \$1.50 per month to get the names of callers on the display.

Mr. Campbell requests that Sprint provide Caller ID service where all names are displayed, for all numbers, for \$5.95 per month. On May 5, 1997, Sprint filed an answer to the complaint.

The Commission finds that the \$5.95 per month rate for Caller ID service and the rate of \$7.45 per month for Caller ID with name service are established in Sprint's tariff, and it would be unlawful discrimination to order Sprint to charge Mr. Campbell a different rate for the service than the rate charged to other customers. Although the Commission is sympathetic with Mr. Campbell's position, the Commission would be violating a basic principle of regulation by granting the relief requested. That is, a basic principle of regulation is that identical utility services are provided to all persons at the same rate, and the Commission would be violating this principle if it were to grant the requested relief. This basic principle is reflected in Section 392.200.2.<sup>1</sup> Based on the foregoing reasoning, the Commission will dismiss the complaint.

**IT IS THEREFORE ORDERED:**

1. That the complaint filed by Mr. Kenneth Campbell on April 2, 1997 is hereby dismissed.
2. That this order shall become effective on June 9, 1997.

**BY THE COMMISSION**



**Cecil L. Wright  
Executive Secretary**

( S E A L )

Zobrist, Chm., Crumpton,  
Drainer and Murray, CC.,  
concur.

ALJ: Luckenbill

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<sup>1</sup> All statutory references are to the Revised Statutes of Missouri 1994 or 1996 Supplement.