

**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF SOUTH DAKOTA**  
500 East Capitol Building, Pierre SD 57501

**RECEIVED**

NOV 05 2007

**COMPLAINT**

**SOUTH DAKOTA PUBLIC  
UTILITIES COMMISSION**

| Complainant(s)<br>(Person(s) filing the complaint) |                 | Respondent(s)<br>(Person(s) or Company complained against)<br>At a minimum, the name of the company |                                |
|--|-----------------|---|--------------------------------|
| Name   | PATRICIA BYRNE  | Utility Company   | REDUCED RATE LONG DISTANCE LLC |
| Address  | [REDACTED]      | Contact Person  |                                |
| City, State, Zip                                   | SIoux FALLS, SD | Address   | P.O. Box 1297                  |
| Work Phone   | 605- [REDACTED] | City, State, Zip  | BURLINGTON N.J. 08016          |
| Home Phone   | 605- [REDACTED] | Phone   | 877 922 6699                   |
| Cellular Phone                                     |                 | Fax   |                                |

If the Complainant is represented by an attorney, please list the attorney's name, address, telephone number and fax number below: (If Complainant is not represented by an attorney, please leave blank:

**These are the facts giving rise to my complaint:**

IN LATE 2006 I STARTED TO RECEIVE BILLS FROM REDUCED RATE LONG DISTANCE LLC. I HAD NOT ORDERED THIS SERVICE, SO I DIDN'T PAY IT. THE BILLS CONTINUED TO ARRIVE. WHEN THEY TURNED THE ACCOUNT OVER TO A COLLECTION AGENCY, I CALLED TO TRY TO RESOLVE THE PROBLEM. BUT REDUCED LONG DISTANCE SAID IT WAS TURNED OVER TO COLLECTIONS & THEY COULDN'T DO ANYTHING ABOUT IT. I CALLED THE COLLECTION AGENCY & GOT THE SAME RUN AROUND. I TOLD THEM I WASN'T GOING TO PAY FOR SOMETHING I HADN'T ORDERED OR RECEIVED. I ALSO TOLD THEM I WAS GOING TO THE FCC & THEY SAID "DO WHAT YOU WANT." SO I DID. I AM INCLUDING 4 OF THE BILLS I RECEIVED. THE BILL OF \$59.86 WAS THE LAST ONE BEFORE IT WAS IN COLLECTIONS. I DID NOT PAY THEM ANYTHING. THIS SLAMMING OCCURRED AT MY BUSINESS THE ARAUS BARBER SHOP AT 919 E. 8TH ST SIOUX FALLS SD. 57103

**Please complete the reverse side of this document**

**NOTE:** Please attach additional pages, if necessary, to explain your situation. Also enclose copies of any bills or other documents which may pertain to your complaint.

## RESOLUTION REQUEST

I ask that the Public Utilities Commission grant the following remedy. (What do you think the Commission should do to solve your complaint? Be specific in your request for a resolution.)

I WANT THE ILLEGAL CHARGES TAKEN OFF THE ACCOUNT. I DON'T WANT MY CREDIT AFFECTED BY THIS. I WANT THE \$1,000 STATUTORY FINE, AND I HOPE THEY WON'T DO THIS TO ANYONE ELSE AGAIN.

NOTE: Please attach any additional pages, if necessary.

## AFFIRMATION STATEMENT

I hereby affirm that these statements are true and accurate to the best of my knowledge.

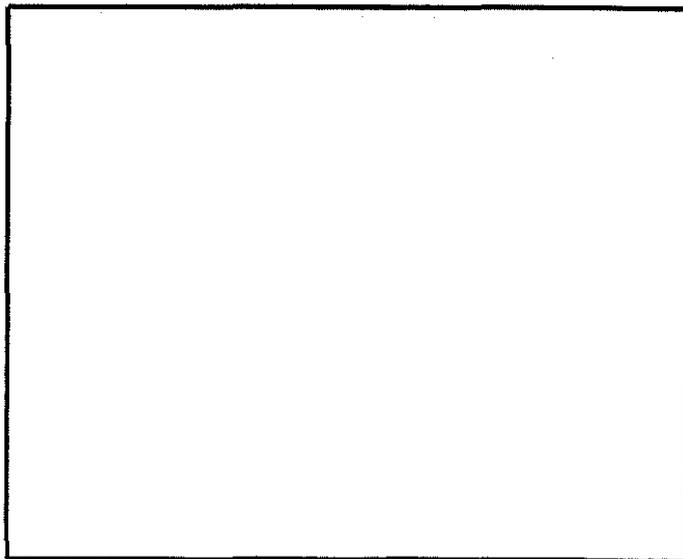
Patricia Byn

Complainant's Signature(s)

Oct 31, 2007

Date

ARGUS BARBER SHOP  
919 E 8<sup>th</sup> ST  
SIOUX FALLS, SD 57103



Reduced Rate Long Distance, LLC  
P.O. Box 1297  
Burlington, NJ 08016



Account Number: ~~000098~~  
Invoice Number: 70558  
Invoice Date: 06/20/2007  
Page Number: 1

ARGUS BARBER SHOP  
~~XXXXXXXXXX~~  
SIOUX FALLS SD 57103

For Your Records  
Payment Date \_\_\_\_\_  
Check Number \_\_\_\_\_  
Amount Paid \_\_\_\_\_

**ACCOUNT SUMMARY**

|                       |                |
|-----------------------|----------------|
| Amount of Last Bill:  | \$52.83        |
| Payments:             | \$0.00         |
| Adjustments:          | \$0.00         |
| Finance Charge:       | \$0.79         |
| Balance Forward:      | \$53.62        |
|                       |                |
| Recurring:            | \$0.00         |
| Other Charges:        | \$2.93         |
| Taxes and Fees:       | \$3.31         |
| =====                 |                |
| Current Product Total | \$6.24         |
| <b>Total Due:</b>     | <b>\$59.86</b> |

For Customer Service call (877) 922-6699 or email info@rrld.net

1.5% late fee applies after 30 days

Please detach here and return this portion with your payment

Would you like us to automatically bill your credit card every month? Yes  No

Account Number: ~~XXXXXXXXXX~~  
Account Name: ARGUS BARBER SHOP  
Invoice Number: 70558

Visa  Mastercard  Discover  AmEx

Credit Card Number \_\_\_\_\_

Expiration Date \_\_\_\_\_

Billing Address (if different than this billing address) \_\_\_\_\_

Please make checks payable to:  
(or pay by credit card)

Reduced Rate Long Distance, LLC  
P.O. Box 1297  
Burlington, NJ 08016

3 digit security code (4 digit with AmEx) \_\_\_\_\_

Amount Due: \$59.86 Amount Paid:   
**Payment is due upon receipt**

Account Number: XXXXXXXXXX  
 Invoice Number: 70558  
 Invoice Date: 06/20/2007  
 Page Number: 2

**Taxes and Fees Summary**

|                                    |                |
|------------------------------------|----------------|
| Federal                            |                |
| Regulatory Recovery Fee.....       | \$2.23         |
| FCC Regulatory Fee (Wireline)..... | \$0.02         |
| Fed Universal Service Fund.....    | \$0.60         |
| State                              |                |
| Sales Tax.....                     | \$0.23         |
| Statutory Gross Receipts.....      | \$0.23         |
|                                    | Totals: \$3.31 |

**Other Charges**

|                            |                   |                |            |
|----------------------------|-------------------|----------------|------------|
| Long Distance              | <u>Line Count</u> | <u>MRC</u>     | <u>NRC</u> |
| PICC: Multi Line Busi..... | 1                 | \$2.93         |            |
|                            |                   | Totals: \$2.93 | \$0.00     |

**Location Summary**

|                         | <u>Recurring</u> | <u>Other<br/>Charges</u> | <u>Tax</u> | <u>Total</u> |
|-------------------------|------------------|--------------------------|------------|--------------|
| Location: Main Location |                  |                          |            |              |
| 6053325461              | \$0.00           | \$2.93                   | \$3.31     | \$6.24       |
| =====                   |                  |                          |            |              |
| SubTotal:               | \$0.00           | \$2.93                   | \$3.31     | \$6.24       |
| =====                   |                  |                          |            |              |
| Totals:                 | \$0.00           | \$2.93                   | \$3.31     | \$6.24       |

Reduced Rate Long Distance, LLC  
P.O. Box 1297  
Burlington, NJ 08016



Account Number: ~~63107~~  
Invoice Number: 63107  
Invoice Date: 05/20/2007  
Page Number: 1

ARGUS BARBER SHOP  
~~XXXXXXXXXX~~  
SIOUX FALLS SD 57103

For Your Records  
Payment Date \_\_\_\_\_  
Check Number \_\_\_\_\_  
Amount Paid \_\_\_\_\_

ACCOUNT SUMMARY

|                       |                |
|-----------------------|----------------|
| Amount of Last Bill:  | \$46.00        |
| Payments:             | \$0.00         |
| Adjustments:          | \$0.00         |
| Finance Charge:       | \$0.59         |
| Balance Forward:      | \$46.59        |
|                       |                |
| Recurring:            | \$0.00         |
| Other Charges:        | \$2.93         |
| Taxes and Fees        | \$3.31         |
| =====                 |                |
| Current Product Total | \$6.24         |
| <b>Total Due:</b>     | <b>\$52.83</b> |

For Customer Service call (877) 922-6699 or email info@rrld.net

1.5% late fee applies after 30 days

Please detach here and return this portion with your payment

Would you like us to automatically bill your credit card every month? Yes  No

Account Number: ~~XXXXXXXXXX~~  
Account Name: ARGUS BARBER SHOP  
Invoice Number: 63107

Visa  Mastercard  Discover  AmEx

Credit Card Number \_\_\_\_\_

Expiration Date \_\_\_\_\_

Billing Address (if different than this billing address) \_\_\_\_\_

Please make checks payable to:  
(or pay by credit card)

Reduced Rate Long Distance, LLC  
P.O. Box 1297  
Burlington, NJ 08016

3 digit security code (4 digit with AmEx) \_\_\_\_\_

Amount Due: \$52.83 Amount Paid:   
Payment is due upon receipt

Reduced Rate Long Distance, LLC  
P.O. Box 1297  
Burlington, NJ 08016



Account Number: ~~XXXXXXXXXX~~  
Invoice Number: 54975  
Invoice Date: 04/20/2007  
Page Number: 1

ARGUS BARBER SHOP  
~~XXXXXXXXXX~~  
SIOUX FALLS SD 57103

For Your Records  
Payment Date \_\_\_\_\_  
Check Number \_\_\_\_\_  
Amount Paid \_\_\_\_\_

**ACCOUNT SUMMARY**

|                       |                |
|-----------------------|----------------|
| Amount of Last Bill:  | \$39.17        |
| Payments:             | \$0.00         |
| Adjustments:          | \$0.00         |
| Finance Charge:       | \$0.59         |
| Balance Forward:      | \$39.76        |
|                       |                |
| Recurring:            | \$0.00         |
| Other Charges:        | \$2.93         |
| Taxes and Fees:       | \$3.31         |
| =====                 |                |
| Current Product Total | \$6.24         |
| <b>Total Due:</b>     | <b>\$46.00</b> |

For Customer Service call (877) 922-6699 or email info@rrld.net

1.5% late fee applies after 30 days

Please detach here and return this portion with your payment

Would you like us to automatically bill your credit card every month? Yes  No

Account Number: 60000987  
Account Name: ARGUS BARBER SHOP  
Invoice Number: 54975

Visa  Mastercard  Discover  AmEx

Credit Card Number \_\_\_\_\_

Expiration Date \_\_\_\_\_

Billing Address (if different than this billing address) \_\_\_\_\_

3 digit security code (4 digit with AmEx) \_\_\_\_\_

Amount Due: \$46.00 Amount Paid:   
**Payment is due upon receipt**

Please make checks payable to:  
(or pay by credit card)

Reduced Rate Long Distance, LLC  
P.O. Box 1297  
Burlington, NJ 08016

Reduced Rate Long Distance, LLC  
P.O. Box 4309  
Winter Park, Florida 32793



Account Number: ~~XXXXXXXXXX~~  
Invoice Number: 37633  
Invoice Date: 01/20/2007  
Page Number: 1

ARGUS BARBER SHOP  
~~XXXXXXXXXX~~  
SIOUX FALLS SD 57103

For Your Records  
Payment Date \_\_\_\_\_  
Check Number \_\_\_\_\_  
Amount Paid \_\_\_\_\_

**ACCOUNT SUMMARY**

|                       |                |
|-----------------------|----------------|
| Amount of Last Bill:  | \$19.69        |
| Payments:             | \$0.00         |
| Adjustments:          | \$0.00         |
| Finance Charge:       | \$0.30         |
| Balance Forward:      | \$19.99        |
|                       |                |
| Recurring:            | \$0.00         |
| Other Charges:        | \$2.93         |
| Taxes and Fees        | \$3.19         |
| =====                 |                |
| Current Product Total | \$6.12         |
| <b>Total Due:</b>     | <b>\$26.11</b> |

For Customer Service call (877) 922-6699 or email info@rrld.net

1.5% late fee applies after 30 days

Please detach here and return this portion with your payment

Would you like us to automatically bill your credit card every month? Yes  No

Account Number: ~~XXXXXXXXXX~~  
Account Name: ARGUS BARBER SHOP  
Invoice Number: 37633

Visa  Mastercard  Discover  AmEx

Credit Card Number \_\_\_\_\_

Expiration Date \_\_\_\_\_

Billing Address (if different than this billing address) \_\_\_\_\_

Please make checks payable to:  
(or pay by credit card)

Reduced Rate Long Distance, LLC  
P.O. Box 4309  
Winter Park, Florida 32793

3 digit security code (4 digit with AmEx) \_\_\_\_\_

Amount Due: \$26.11      Amount Paid:   
**Payment is due upon receipt**

Account Number ~~XXXXXXXXXX~~  
 Invoice Number: 54975  
 Invoice Date: 04/20/2007  
 Page Number: 2

**Taxes and Fees Summary**

|                                    |               |
|------------------------------------|---------------|
| Federal                            |               |
| Regulatory Recovery Fee.....       | \$2.23        |
| FCC Regulatory Fee (Wireline)..... | \$0.02        |
| Fed Universal Service Fund.....    | \$0.60        |
| State                              |               |
| Sales Tax.....                     | \$0.23        |
| Statutory Gross Receipts.....      | \$0.23        |
| <hr/>                              |               |
| <b>Totals:</b>                     | <b>\$3.31</b> |

**Other Charges**

|                            |                   |               |               |
|----------------------------|-------------------|---------------|---------------|
| Long Distance              | <u>Line Count</u> | <u>MRC</u>    | <u>NRC</u>    |
| PICC: Multi Line Busi..... | 1                 | \$2.93        |               |
|                            |                   | <hr/>         |               |
| <b>Totals:</b>             |                   | <b>\$2.93</b> | <b>\$0.00</b> |

**Location Summary**

|                         | <u>Recurring</u> | <u>Other<br/>Charges</u> | <u>Tax</u> | <u>Total</u> |
|-------------------------|------------------|--------------------------|------------|--------------|
| Location: Main Location |                  |                          |            |              |
| 6053325461              | \$0.00           | \$2.93                   | \$3.31     | \$6.24       |
| <hr/>                   |                  |                          |            |              |
| SubTotal:               | \$0.00           | \$2.93                   | \$3.31     | \$6.24       |
| <hr/>                   |                  |                          |            |              |
| Totals:                 | \$0.00           | \$2.93                   | \$3.31     | \$6.24       |