



Gary Hanson, Chair  
Steve Kolbeck, Vice Chair  
Dustin Johnson, Commissioner  
October 30, 2008

## **SOUTH DAKOTA PUBLIC UTILITIES COMMISSION**

500 East Capitol Avenue  
Pierre, South Dakota 57501-5070  
[www.puc.sd.gov](http://www.puc.sd.gov)

Capitol Office  
(605) 773-3201  
1-866-757-6031 fax

Warehouse  
(605) 773-5280  
(605) 773-3225 fax

Consumer Hotline  
1-800-332-1782

To: Pamela S. Reick, Nation Wide Long Distance Services  
2000 Town Center Suite 1900  
Southfield, MI 48057

FROM: South Dakota Public Utilities Commission

RE: NOTICE OF COMPLAINT; DEADLINE FOR ANSWER

**CT08-007 - In the Matter of the Complaint by Keller Electric, Pierre, South Dakota,  
Against Nation Wide Long Distance, Regarding Unauthorized Long Distance Service**

You are hereby notified that the enclosed complaint as referenced above has been filed with the South Dakota Public Utilities Commission against your company. Keller Electric will supplement the enclosed information to advise you and the Commission of the current complaint status. Under the Administrative Rules of South Dakota, Section 20:10:01:09, you have twenty days in which to satisfy the complaint or file an answer in writing, unless the Commission grants an extension of this time limit.

If a settlement is not reached, your answer must be filed with the Commission by November 19, 2008. The filing of an answer does not foreclose the settlement of the complaint if you choose to compromise or otherwise settle this matter. In the event the complaint is not resolved, or you choose not to answer, a hearing date in front of the Commission will be set.

Please contact Kara Semmler, Staff Attorney or Deb Gregg, Consumer Affairs Director with any questions.

Attachment.

cc. Keller Electric.

# Keller electric

204 West Dakota Avenue Pierre, SD 57501

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Craig spoke with a person from USBI on September 8, 2008 about them switching our long distance. They said Becky Hedman, secretary, gave them authorization to switch. Craig told them she is not authorized and that she did not give them permission. They immediately gave him a cancellation number which is 0722. They also told him they would refund him \$71.81.

They actually switched the long distance service in March 2007 and the total amount from March 2007 to September of 2008 that was charged to us is \$366.00.

People authorized to make changes are Andy and Craig Keller.



Bill Date: Aug 25, 2008  
 Account Number: 605 224-8401 128

For questions, call 1-888-481-8724

<http://www.billview.com/usbi/>

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**ITEMIZED CALLS**

NO.	TIME	PLACE	AREA-NUMBER	TYPE	MIN	T
DETAIL OF ITEMIZED CALLS						
			605 224-8401			

**MISCELLANEOUS CHARGES AND CREDITS**

NO.	ITEM	TAX CODE
THE FOLLOWING TRANSACTION IS BILLED ON BEHALF OF:		
<b>NATIONWIDE LONG DISTANCE SERVICE</b>		

AUG 1	1. BUSINESS MULTILINE CHRG		12.87
AUG 1	2. NLDS MONTHLY FEE		4.95
	(MISCELLANEOUS CHARGES AND CREDITS SUBTOTAL	17.82 )	
	(TOTAL FOR 605 224-8401	17.82 )	

**TOTAL ITEMIZED CALLS** 17.82

TAX- STATE .71 LOCAL .36 1.07

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**TOTAL USBI CHARGES (INCL TAX)** 18.89

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00724 4/4

THIS PORTION OF YOUR BILL IS PROVIDED AS A SERVICE TO USBI.