

SCENT
Communications,
INC

(605) 397-2315 • P.O. Box 260 • Groton, SD 57445-0260

RM 98-001

RECEIVED

OCT 21 1998

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

October 20, 1998

South Dakota Public Utilities Commission
State Capitol Building
500 East Capitol Avenue
Pierre SD 57501-5070

Re: Proposed rules

To: Commissioners & Staff:

If one of the rules being considered is the ability of a consumer to deny paying for long distance charges they feel one way or another about and the telephone company can only collect the local service for without cause for disconnect, it is absolutely absurd.

If you lived in our real world, we have countless customers who when waiting for the outcome of a dispute with an IXC, expect us to allow them to continue service during this wait for the outcome of their dispute.

We are not in the banking business to carry these folks who upon not getting what they were led to believe they were getting, refuse payment for these long distance charges they knowingly accrued, and expect the telephone company to hold off on disconnect until any where from 4-6 months pass. The bill continues to increase and we get stuck with the balance in the end. A prime example of what we have to deal with is enclosed. We're just one bad bunch of _____ holes!

I probably will be the first to go to jail under this rule. I refuse to act as the banker. A cooperative succeeds when all owners are treated equal. When one refuses to pay their bill, the other owners pay for it. Again, it's like the crooks always win, because they're not prosecuted properly and the victim is actually the one that loses in our system of rules and justice.

Another side issue is this rule. If the customer refuses to pay the charge to an IXC, they eventually drop them or add them to the list of customers we bill and collect for. And the game goes on!

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A rule designed to implement minimum requirements for service and facilities is too burdensome and tiring for some companies to even think about. Essentially, I believe it to be forcing some out of a business they've been engaged in for years, but can't offer wide band services. COST has to be the determining factor for any company as it looks at how that COST is going to be recovered. You've heard the old saying, "You can't get blood out of a stone!" Do you want to implement rules to try to accomplish that?

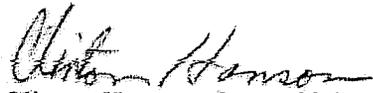
If a company can't meet the requirements, they're basically out of business in your rules administration. Yes, U. S. West Communications should be able to have resources to comply, but does Stockholm Strandburg, does James Valley, does Accent, does West River have resources and customer base to afford it?

In closing, I believe as manager of James Valley Cooperative Telephone and Accent Communications, Inc. we currently are doing all we can to curb unauthorized switching of customers by treating our customers fairly and to contact them personally to verify they want to change carriers on anything we provide access to. It's buyer beware and we can't possibly police every action our customers take. I maintain that they incurred charges on their own behalf and should be prepared to suffer from their own consequences.

Establish your rules for anything that pertains to communications services, but only to the extent, all Local Exchange Carriers are treated as to their ability to meet the rules that are established. And, don't have them forced to invest in services that put them under.

I have other thoughts, but will save them for November 2nd. 45+ years in this business leads one to believe how to establish rules your own company can live with and again treat our customers as fairly as possible. I further believe all of your companies outside of US West Communications are doing the same thing.

Sincerely,



Clinton Hanson, General Manager
Accent Communications Inc

cc: Robert A Johnson, President, JVCTC
Merle Hanson, President - ACI
Rich Coit, SDITC

Accent Communications, Inc

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October 14, 1998

Robert Johnson
412 S 3rd St
Aberdeen, SD 57401-4028

Dear Mr. Johnson:

Please be advised that after several attempts to secure payment on your past due account, Accent Communications Inc. has no alternative but to submit your name and balance due Accent Communications along with necessary and additional costs to do so, to the small claims court of the county in which you now reside.

Only immediate payment can now prevent this action from being taken and it will also avoid court costs, interest and such other amounts that the court may allow in this matter. Please make this payment direct to our office within five days. No further notice on our part will be sent to you.

Sincerely,



Clinton Hanson, Manager

CH:rw

Mr. Hanson,

You go ahead & take us to small claims court. I will be there to confront you. You have been nothing but difficult to deal with. Before our service ended with you I explained the problem we were having concerning the special charges. If you look at our bill you will see

That the Spind charges are what is
out bill up. The problem was that we never
requested Spind service. This was a mix up
on Matrix's part. If you recall a rep from
Matrix contacted you, explained the problem,
& told you they would issue you a credit or
a refund. The rep told me that you flat
out refused their money. In my eyes that
was your screw up. What kind of manager
refuses money or a credit? Don't you realize
you screwed yourself out of over \$1,000?

Matrix has, & is still, in the process of
refunding all the money to me as a result
of the Spind overcharges. I thought about
turning the money over to you but figured
the hell with it. You couldn't accept it from
them so why accept it from me!

On top of all this your company accidentally
disconnected our business 800#. It took me
one week to get that problem fixed & in the
meantime lost a shit load of business. Out
800# was the only # people had to contact us
with.

Then a week before we moved you disconnected
our phone AFTER the Matrix rep spoke with you &
explained that she could issue money to
me. I'm sure you know the rest of the story.

a ton of business.

You have not been easy to work
with at all so I could care less
what you do. You can't get money
we don't have. If you take us
to court & a judgment shows up
on our credit report I will
simply write a consumer
statement stating that you
refused payment when offered.
Trust me - your suing won't
affect us one bit!

Thanks for nothing
Robert Johnson

Bullard, Bill

From: Stewart, Steve
Sent: Tuesday, October 27, 1998 5:01 PM
To: Bullard, Bill
Cc: Warkenthien, Patty
Subject: Proposed Telecommunications Standards

I have attached a story I wrote in October of 1995 dealing with the future of telecommunications in South Dakota and its impact on people with disabilities. I am again submitting these comments on behalf of the Division of Rehabilitation Services. Our main concerns deal with future telecommunication systems being accessible to people with disabilities.

Thank you for allowing our input.



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RM 98-001

Kolbo, Delaine

From: Norum, Terry
To: Kolbo, Delaine
Subject: FW: unauthorized charges from US West
Date: Wednesday, October 28, 1998 9:41AM

From: Joseph D. Clark
To: jimb
Subject: unauthorized charges from US West
Date: Tuesday, October 27, 1998 5:20AM

Dear Mr. Burg,

The following is the text of a letter that I just sent to US West. This is in the nature of a complaint to the PUC. I would also like to use the medium of this e-mail and the information contained in the letter below as a submission of support of the changes and additions to regulations that are to come up for hearing on November 2nd 1998, specifically those proposed rules 20:10:34:01 through 20:10:34:11.

Thank You

Joseph D. Clark
92 Illinois Ave. SW
Huron SD 57350

Joseph D. Clark
92 Illinois Ave. SW
Huron SD 57350

October 27, 1998

U S WEST Corporate offices/Legal
1801 California Street
Denver, CO 80202

re. Telephone 605-352-0352

Dear Sirs:

I am writing in regard to my billing. I have contacted your billing department several times. I have repeatedly demanded that no Long Distance Company be included on my US West bill except ones that I have specifically authorised in writing. The billing department insists that they will continue to bill me for such companies as USBI, ITC, Integretel, Freedomstar, Frontier etc. on and on ad infinitum. I have been either slammed, or misinformed about the services of these companies and have never authorised them to charge me through US West. (SD Administrative Rules 20:10:34:03)

US West has never had my authorization to bill me for third party long distance companies on my regular US West billing except for that specific long distance company (at this time AT&T) whom I have authorized in writing.

I demand that all billing for third party companies except for my current long distance carrier (AT&T), be immediately removed from my billing for the last six months, refunded and henceforth that no other third party company be included on my billing ever, unless such billing is authorised by me in writing (SD Administrative Rules 20:10:34:03 and 20:10:34:11)

This is a demand notice. I expect this corrective action to be taken by US West within 10 days of the date of this letter. If the action is not taken as demanded I intend to bring a formal complaint before the South Dakota Public Utility Commission at that time. I have notified them of my concerns and the complaint form is already in my

hands. If I do not receive satisfaction by that route I fully intend to file suit in Circuit Court in Huron SD, asking for an Injunction against US West from billing in South Dakota, for any third party long distance company and to further seek damages against US West

Yours Very Truly,

Joseph D. Clark
