

TC98-175

2/22

TC98-175

DOCKET NO.

In the Matter of

IN THE MATTER OF THE COMPLAINT
 FILED BY JOHN R. STEELE,
 PLANKINTON, SOUTH DAKOTA,
 A G A I N S T M C I
 T E L E C O M M U N I C A T I O N S
 C O R P O R A T I O N R E G A R D I N G
 F R A U D U L E N T M A R K E T I N G
 P R A C T I C E S

Public Utilities Commission of the State of South Dakota

DATE

MEMORANDA

9/14/98 Received,
 9/24/98 Ratched,
 9/24/98 Weekly Filing,
 11/30/98 Response from MCI,
 12/11/98 Order dismissing Complaint and Closing Docket,
 12/11/98 Ratched Closed.

TC98-175

STEELE & STEELE, P.C.

Attorneys-at-law
404 South Main Street
P.O. Box 577
Plankinton, South Dakota 57368-0577

Telephone 605-942-7725
Fax 605-942-7641

John R. Steele, Lawyer
Susan N. Steele, Lawyer
Debra Nielsen, Paralegal
Lori Peters, Office Manager
Kayleen DeWaard, Bookkeeper

September 11, 1998

RECEIVED

SEP 14 1998

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

Jim Burg
SD Public Utilities Commission
Pierre, SD 57501

Fam Nelson
SD Public Utilities Commission
Pierre SD 57501

Laska Schoenfelder
SD Public Utilities Commission
Pierre SD 57501

Dear Commissioners Burg, Nelson and Schoenfelder:

Enclosed is a copy of a letter that I am today sending to the Customer Relations Department of MCI, the long distance telephone carrier. Please consider this a formal complaint to the Public Utilities Commission relating to MCI's fraudulent marketing practices. The details are all set out in the letter and the accompanying exhibits.

Very truly yours,

STEELE & STEELE, P.C.


John R. Steele

JRS:lp

Enc

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Attorneys-at-law
404 South Main Street
P.O. Box 577
Plankinton, South Dakota 57368-0577

John R. Steele, Lawyer
Susan N. Steele, Lawyer
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Lori Peters, Office Manager
Kayleen DeWard, Bookkeeper

Telephone 605-942-7725
Fax 605-942-7641

September 11, 1998

MCI Customer Relations Dept.
PO Box 4644
Iowa City, IA 52244

Dear Sir or Madam:

This is a follow-up to my telephone conversation with your Customer Service Department in a call that I made on September 8th, 1998 to 1-800-727-5555. The lady with whom I spoke gave me her name, but I was so upset at the end of the conversation that I forgot to write it down and have no recollection of it.

The situation is this:

Prior to about June 19th, 1998, I was receiving my long distance telephone service through Dakota Telecommunications Group, commonly known as DTG. My billing rate, pursuant to an agreement that I had with them was 12.1 cents per minute for all of my long distance calls, including both state and in-state calls. I was satisfied with their service and had no desire to change long distance carriers.

However, in April of 1998, I received a solicitation from one of your sales agents, an individual by the name of Doug Fishel. This was a "cold" call. That is, I had in no way solicited the solicitation.

Mr. Fishel started out by inquiring as to what I was currently paying, and how much my long distance bill usually ran. I told him the terms of my service with DTG, as stated above, and stated to him that my long distance bill usually runs in the \$200.00 per month range. He told me that he could get me a better rate. He told me specifically that he could get me a rate of 12 cents per minute with a 20% cash rebate at the end of one year, for an effective rate of 9.6 cents per minute, and that this would be applicable to all of my long distance calls. With the prospect of some savings, I agreed to let him fax me his information.

On April 4th, 1998 at about 9:53 a.m., Mr. Fishel faxed to me a 4-page brochure relating to the MCI One for Small Business Program. A copy of that brochure is appended hereto as Exhibit A.

MCI

Page 2

Sometime during the morning of April 4th, 1998, I had a chance to review the brochure. I noted the language on page 3 thereof that the rate of 12 cents per minute was applicable to state to state calls, and the footnote on that same page that intrastate and local toll call rates vary and that one should "ask your account representative for details". Therefore, later in that morning, I called Mr. Fishel back and asked him to specifically confirm that the 12 cent per minute rate with the 20% cash rebate would be applicable to my in-state long distance calls.

Mr. Fishel orally assured me that it would be applicable. I asked him if he would be willing to put that in writing and fax it to me. He said that he would be glad to. At about 12:00 on that date, I received another fax from Mr. Fishel which expressly stated that the 12 cent per minute rate with a 20% cash rebate would be applicable on all of our long distance calls. A copy of this transmission is appended hereto as Exhibit B.

I was still reluctant to switch long distance services, because I had been satisfied with my present long distance carrier, DTG. Mr. Fishel was persistent, however, and called me back at least a couple of more times, pressing me for a decision. I am not complaining about his persistence.

On June 8th, 1998, I had another telephone conversation with Mr. Fishel. He again confirmed that I would have a 12 cent per minute rate for both in-state and nationwide calls, and we discussed other terms relating to the use of calling cards, toll-free service, non-verified billing codes, etc. At that time of that telephone conversation, I orally authorized Mr. Fishel to switch our long distance service to MCI, and gave him the 6 telephone numbers that we were then using, and the two toll-free 888 numbers that we were then using. I also made a Memorandum for myself as to the substance of our telephone conversation. That Memorandum was made the same date, June 8th. It is hand written, and a copy of it is appended hereto as Exhibit C.

The switch to MCI was apparently effective on or about June 19th, 1998. We received our first bill from MCI sometime in the latter part of July, for services through July 10th, 1998. Of course, one of the first things that we did was check the rate that we were being charged for our calls. It did not take much checking to determine that we were being charged a higher rate than 12 cents per minute.

As a result of this determination, I made a telephone call to your customer service department and spoke with a woman who gave her name as Kelly. I explained the problem to her and she asked me if we had a written commitment relating to the 12 cent per minute rate. I told her that I did. She asked if I would fax it to her. I told her that I would. She said that she would see to it that appropriate adjustments were made.

MCI

Page 3

I then faxed a copy of the item identified above as Exhibit B to Kelly. A copy of my fax cover sheet is appended hereto as Exhibit D. Kelly told me to go ahead and pay the bill and that adjustments would be made on the next month's bill.

When we received a bill in the middle or latter part of August, it did contain a \$40.15 credit under the item of "system/billing problems". However, a simple spot check of that bill quickly revealed that we were still being charged 15 cents per minute for all of our in-state long distance calls. I instructed my bookkeeper not to pay that bill until we heard something from MCI and got the billing problem straightened out.

On September 8th, 1998, I received a letter from MCI Customer Service, unsigned by any human being, dated August 31st, 1998, informing me that the correct rate for all in-state calls is 15 cents per minute, and inviting me to call one of your customer service professionals. A copy of this letter is appended hereto as Exhibit E.

In response to that letter, I did make a call to one of your customer service professionals, as I mentioned at the beginning of this letter. Although that lady was polite and I have no particular complaint about how she did her job, she steadfastly refused to commit you to honoring the agreement that Mr. Fishel made with me back in April and June.

If MCI is willing to renew its commitment to a 12 cent per minute rate for all of my long distance calls, in-state and out-of-state, with a 20% cash rebate at the end of 1 year, I am willing to continue doing business with you. That would give me the equivalent 9.6 cent per minute rate that Mr. Fishel promised to me when I switched to your service.

If you are not willing to honor this commitment, I respectfully request that you reconnect my service to DTG.

If I have not heard from you by September 21st, 1998, either by way of a renewal of your previous agreement or that you have taken steps to have my long distance service switched back to DTG, I will assume that your last communication, the letter of August 31st, 1998, is your final word on the matter. If that is the case, I will take steps to have my service switched back to DTG, myself.

That leaves the question of my present outstanding bill with your company. As I made clear to your customer service representative when I spoke to her on September 8th, I have no intention of paying you for any long distance calls at a rate in excess of what I was promised, orally and in writing by your representative. If you are renewing your commitment to provide me with a 12 cent per minute rate and a 20% cash rebate at the end of the year, I will gladly pay the present bill that I have with your company and all subsequent bills, as soon as I receive a corrected bill for services to date.

MCI

Page 4

If you do not renew your commitment, and I am switched back to DTG, either by your action or by my own as outlined above, it will be my intention to instruct my bookkeeper to recompute all of the bills that I have received from MCI at the rate of 9.6 cents per minute and pay the balance due to you based on that computation. I will also instruct my bookkeeper to keep track of her time in doing so, and subtract from the amount due to you, her time billed at the rate of \$15.00 per hour. I believe that this is fair because the responsibility for providing a correct bill is yours, not mine.

Finally, you will note that I am sending a copy of this letter to each of the members of the South Dakota Public Utilities Commission. Frankly, I believe that the course of conduct that MCI has undertaken in this matter amounts to fraud. I do not know how many other South Dakota citizens have been similarly misled and cheated by your company. Accordingly, I will be asking the Public Utilities Commission to conduct an investigation of the matter.

I would appreciate hearing from a responsible official of your company. However, please do not telephone me. I would request that all communications from your office to me be in writing. You may fax them to me at the number shown at the top of this letter.

Very truly yours,

STEELE & STEELE, P.C.

John P. Steele

JRS:lp

Enc

cc: Jim Burg, SD Public Utilities Commissioner
Pam Nelson, SD Public Utilities Commissioner ✓
Laska Schoenfelder, SD Public Utilities Commissioner



Date: 5-4

To: John Smith

_____From: Doug Fishel
MCI Business Center
8400 E. 32nd Street N
Wichita, KS 67226Phone: 605-942-7725
Fax: 605-942-7641Phone: 800-677-8124
Fax: 800-477-2795Total pages including cover: 3

cc: _____

- Urgent
 For Your Reply
 Reply ASAP
 Please Comment

As per our conversation today, attached is the information that you requested regarding MCI ONE. As I mentioned, the flat rate is just 12 cents per minute* with a 20% cash rebate on all of your long distance calls. If you should have any questions, please do not hesitate to call me at the above number.

Thank you, in advance, for your time and consideration.

I look forward to doing business with you.

Sincerely,

D

Doug Fishel
MCI Customer Accounts Mgr.

*Total billings less than \$75 and 1 month less \$1500 per month are billed at 15¢/min

Exhibit A

NEXT

DOCUMENT (S)

BEST IMAGE

POSSIBLE



Presenting MCI One for Small Business™

MCI One for Small Business is a first of its kind communication solution that's as simple as the number one. With MCI One for Small Business, you'll receive one solution and one bill - all from one company. Only MCI One for Small Business delivers the many ways you communicate - on line and long distance - and integrates them into one convenient package to give you peace of mind that you can always be reached when you need to be. MCI One for Small Business gives you the control to be mobile, and ensures that you'll never miss important calls.

The Incredible Features of MCI One for Small Business:

- MCI One for Small Business offers one of the best 24 hour plans in the industry*. A low long distance rate of \$0.14 per minute for state to state calls from the office to anywhere in the U.S. when you spend just \$25 a month. \$0.15 per minute when you spend less than \$25.00*. Enjoy these low rates 7 days a week, 24 hours a day, 365 days a year!
- MCI Card's® one low rate per minute of \$.35, 24 hours a day on all state-to-state card calls within the U.S. with no surcharge (except from payphones) and an easy-to-remember card number with a 4 digit PIN you can select.
- A unique service that follows you wherever you go so you never miss an important call. MCI One Number® service. Whether you're in the office, at home or in your car, your MCI One Number® can be programmed to ring you at each location - in whatever order you choose. Voice Mail and call screening are available at no additional cost.
- Toll Free service and Internet access available.
- Billing for all services on one invoice.
- You can also take advantage of these great low rates at home, and have all your charges appear on one bill.
- Each direct dial call is billed in six second increments after the first 30 seconds.

As an MCI One for Small Business customer, you can further tailor your package with MCI One International

What is MCI One Number?

It is a toll free number with a 4 digit personal identification number (PIN) that you can give to the associates, friends and relatives you want to be able to reach you. They will appreciate that there's only one number they need to know in order to reach you, any time of the day or night. Calls within the U.S. to your MCI One Number are \$0.25 per minute.**

Number calls after one year as an MCI One for Small Business customer. That's like saving you 20 cents on every \$1 of long distance calls you make - a great value!***

Service Guarantee.

If at any time you are not satisfied with the quality of your service, and notify us in writing, MCI will pay up to \$5 per line to switch you back to your previous carrier (100 lines, maximum).

Simplified Savings!

We're so sure you'll be satisfied with MCI One for Small Business, we are offering you additional simplified savings!***

Guaranteed 20% Rebate

Sign up for MCI One for Small Business and get 20% cash back on your long distance calls from the office, calling card, Toll Free, and MCI One.

MCI One for Small Business service has a \$5 monthly minimum spending requirement per account.

* Calls are \$0.12 per minute up to \$1,000 per month. All calls made after the \$1,500 threshold are billed at \$0.14 per minute for state and local toll rates vary. Ask your Account Representative for details.

** Calls from Puerto Rico and the Virgin Islands are \$0.25 per minute; calls from Canada are \$0.40 per minute.

*** Offer valid for new customers who join MCI One for Small Business by 5/31/98.

**** Cash back bonus does not apply to operator service, collect, cellular, long distance, or directory assistance calls and monthly recurring or non-recurring fees that may apply. You must be an MCI One for Small Business customer at the time of fulfillment to receive the cash back bonus.

Rates exclude National Access and Universal Service fees.



MCI One for Small Business Toll Free™: enhanced features for your business

Simplify with MCI One for Small Business

MCI One for Small Business is a first of its kind communication solution that's as simple as the number one. With MCI One for Small Business, you'll receive one solution and one bill all from one company.

Only MCI One for Small Business delivers the many ways you communicate - on-line, and long distance - and wraps them together in one convenient package to give you peace of mind that you can always be reached when you need to be. MCI One for Small Business gives you the control to be as mobile as you need to be, and helps ensure that you'll never miss important calls.

The Benefits of MCI One for Small Business Toll Free

Let MCI One for Small Business help you expand your market coverage, increase your sales, and improve your customer service in the U.S. and internationally. With MCI One for Small Business toll free service, you'll be able to take advantage of the following features:

- One bill combined with all of your other long distance usage.
- Low rate of \$0.12 per minute for state-to-state calls to the office from anywhere in the U.S. when you spend just \$25 a month; \$0.15 per minute when you spend less than \$25 a month on all your MCI One for Small Business services.* Enjoy these low rates 7 days a week, 24 hours a day, 365 days a year!
- Receive detailed call reporting automatically.
- If you already have a toll free number, no need to change it when you switch to MCI One for Small Business toll free service.
- The low \$5 monthly fee will be credited if your total spending exceeds \$100 per month.**

Due to the success of today's 800 toll free service, the supply of 800 numbers is dwindling. As a result, the Federal Communications Commission has approved the use of 888 numbers for toll free service. That means calls placed to 888 numbers will be toll free just like calls to 800 numbers.

Simplified Savings!

We're so sure you'll be satisfied with MCI One for Small Business, we are offering you additional simplified savings.***

Guaranteed 20% Rebate.

Sign up for MCI One for Small Business and get 20% cash back on your long distance calls from the office, calling card, Toll Free, and MCI One Number® calls after one year as an MCI One for Small Business customer. That's like saving you 20 cents on every \$1 of long distance calls you make - a great value!****

Service Guarantee.

If at any time, you are not satisfied with the quality of your service, MCI will pay up to \$5 per line to switch you back to your previous carrier (100 lines maximum).

Plus, we back your service with the MCI One for Small Business Toll Free Guardian Guarantee™

With our MCI One for Small Business Toll Free Guardian Guarantee you will always have peace of mind knowing that if for any reason there is a service disruption, our Customer Service Department will reroute your service within 30 minutes. In the unlikely event that your service is not rerouted within 30 minutes, we will credit your account with your \$5 monthly fee(s) and up to 1000 free toll free minutes on your next full invoice.*****

MCI One for Small Business service has a \$5 monthly minimum spending requirement per account.

* MCI One for Small Business toll free service has a \$5 monthly fee per number for calls within the U.S. There is no additional monthly fee for international toll free access. Calls are \$0.12 per minute up to \$1,500 per month. All calls made after the \$1,500 threshold are billed at \$0.15 per minute and local toll rates vary. Ask your Account Representative for details.

** Offer valid for new customers who join MCI One for Small Business by 5/31/98.

*** Offer valid for new customers who join MCI One for Small Business by 5/31/98.

**** Cash back bonus does not apply to operator service, collect, cellular, long distance, or directory assistance calls and monthly recurring or non-recurring fees and taxes that may apply. You must be an MCI One for Small Business customer at the time of fulfillment to receive the cash back bonus.

***** Offer available for (domestic) MCI customers who join MCI One for Small Business by 5/31/98. Credits will not exceed actual toll free usage up to \$100.

Rates exclude National Access and Universal Service fees.

XY 5/1/98



MCI One for Small Business™ Billing Features

A single solution for all your long distance.

With MCI One for Small Business you receive one invoice for all your long distance services. No matter which of the many MCI One for Small Business services you use or whether it be Internet or MCI One International™, you'll still receive only one monthly statement for everything even if your office has several locations.

- Summary of your usage across all your MCI services.
- Breakdown of your out-of-state, in-state, and international calls.

You can even take advantage of your MCI One for Small Business rates at home, and have all your charges appear on one bill.

Manage the cost of your long distance calling with additional MCI One for Small Business billing features.

Department and Location Level Reporting

To facilitate cost allocation, you can have each phone line labeled on your invoice by department, project title, location, or employee, at no extra charge.

Account Codes

By assigning two, three, or four digit codes to a project, client, department or employee, you can easily identify costs on your invoice. Calls are not complete until an active code is entered.

Verified Account Codes

You can choose to have your Account Codes verified by MCI. Provide codes to your long distance users and they can use their code to complete long distance calls. MCI will verify each code, and any calls made with an invalid code will not be completed.*

Account Code Titles

To make calls easy to identify, you can request to have account codes identified by titles rather than account code numbers. They can be listed by employee, department name, project title, or location.

Detailed Reporting Also Available

Through our MCI One for Small Business Invoice has been streamlined for readability, optional in-depth reports are available at no additional cost. These reports are available through Customer Service and include:

- Outbound Calling Summary
- Toll Free Calling Summary
- MCI Card® Summary
- Area Code/Country Code Summary
- Phone Number Summary
- Account Code Summary
- Department/Location Summary
- Client Phone Number Summary
- Client Account Code Summary
- Call Detail by Account Code

Convenience, Simplicity, Value and Control.

Life just got simpler!™

* Verified codes carry a \$12 installation fee and \$10 monthly fee. There are no installation or monthly fees for non-verified account codes. Rates exclude National Access and Universal Service fees.



Date 5-4

To: John Smith

_____From: Doug Fishel
MCI Business Center
8400 E. 32nd Street N
Wichita, KS 67226Phone: 605-942-7725
Fax: 605-942-7641Phone: 800-677-8124
Fax: 800-477-2795Total pages including cover: 3
cc: _____

- Urgent
- For Your Reply
- Reply ASAP
- Please Comment

As per our conversation today, attached is the information that you requested regarding MCI ONE. As I mentioned, the flat rate is just 12 cents per minute* with a 20% cash rebate on all of your long distance calls. If you should have any questions, please do not hesitate to call me at the above number.

Thank you, in advance, for your time and consideration.

I look forward to doing business with you.

Sincerely,

Doug Fishel
MCI Customer Accounts Mgr.

*Total billings less than \$25 will generate a flat \$15.00 per month fee billed at 15 days

Exhibit B

Agreement w. MCI

Doug Fiskal 6/05/98

1-800-677-8124

12¢ / minute, in-state ; nationwide

Billing codes at no charge (non verified)

Current 888 numbers can be used

2. 888 numbers @ no additional charge

Calling cards available @ what rate
35¢ / min.

20% discount @ end of year, in cash

942-7725

942-7726

942-7840

942-7641

942-7951

942-7463

888-942-7725

888-942-7951

Marty Wasserman
Exhibit C

STEELE & STEELE, P.C.

Attorneys-at-law
404 South Main Street
P.O. Box 577

Plankinton, South Dakota 57368 0577

Telephone 605 942 7725
Fax 605 942 7641

John R. Steele, Lawyer
Susan N. Steele, Lawyer

TELECOPY TRANSMITTAL SHEET

TO: Kelly @ MCI
1-800-728-5114

FROM: John Steele

NUMBER OF PAGES (INCLUDING THIS COVER SHEET) 2

DATE SENT 8/10/98 TIME

REMARKS: Kelly here is the premise that
was faxed to me by your
sales rep.
John Steele

IMPORTANT NOTICE

This message is intended only for the use of the individual person or entity to which it is addressed, and may contain information that is privileged, confidential, and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, or the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and return the original message to us at the above address via the U.S. Postal Service. Thank you.

Originals forwarded via:

- First Class Mail
- Federal Express
- U.F.S.
- Originals not forwarded
- Other

Exhibit D



STEELE/STEELE P C
JOHN STEELE
P O BOX 577
PLATKINGTON, SD 57368-0577

August 31, 1998

Dear STEELE/STEELE P C:

Recently you received a welcome kit confirming your MCI services. Unfortunately due to an error on our part, you were given an incorrect rate for your local toll calls.

The correct MCI rate for local toll calls in the state of S. Dakota is 15¢ per minute.

We apologize for any inconvenience this may have caused you. If you have any questions, please call one of our Customer Service Professionals at 1-800-727-5555.

Sincerely,

MCI Customer Service

Exhibit E

FAX TRANSMISSION from Consumer Affairs

To: Pamela Kolosick

Company: MCI

Fax Number: 8-800-854-7960

Date: 9/14/98 Time: 11:25:54

From: Leni Healy

Company: South Dakota PUC

Fax Number: 605.773.3809

Pages including cover page: 13

Message:

Pam,

This was received in our offices as a formal complaint which is handled differently. Commission policy allows a short time for the parties to reach an informal agreement before the issue becomes a docketed matter and scheduled for a hearing.

Please review the information. If an informal settlement can be reached before Thursday, September 24th at noon, the complaint will not be docketed. If no agreement is reached, the complaint will be docketed and scheduled for a formal hearing.

Please let us know if such a settlement is reached. If we do not receive an indication that an agreement has been reached, it will be docketed.

Thanks!

THIS COMMUNICATION IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. If the reader of this message is not the intended recipient or the employee or agent responsible for delivering this communication to the intended recipient, you are hereby notified that any distribution, use or copying of this communication is prohibited.

South Dakota Public Utilities Commission

State Capitol Building; Pierre SD 57501

Telephone: (605) 773-3201 Fax: (605) 773-3809

South Dakota Public Utilities Commission

State Capitol Building, Pierre SD 57501
Telephone: (605) 773-3201 Fax: (605) 773-3809

South Dakota Public Utilities Commission

WEEKLY FILINGS

For the Period of September 18, 1998 through September 24, 1998

If you need a complete copy of a filing faxed, overnight expressed, or mailed to you, please contact Delaine Kolbo within five business days of this filing.
Phone: 605-773-3705, Fax: 605-773-3809.

GAS AND ELECTRIC

GE98-002 In the Matter of the Application of MidAmerican Energy Company for a Statement to the Securities and Exchange Commission Regarding Investment in a Foreign Utility

Application by MidAmerican Energy Company for an order by the Commission claiming jurisdiction over MidAmerican in order to be exempt from the Public Utility Holding Company Act. MidAmerican is being acquired by CalEnergy and as a result will have an indirect interest in several foreign utility properties. PUHCA provides that foreign utility companies will not be subject to regulation as utilities if certification by Regulatory Commissions is received by the Securities and Exchange Commission stating the Commission has the authority and resources to protect ratepayers subject to its jurisdiction and that it intends to exercise its authority to the fullest extent allowed by law.

Staff Attorney: Camron Hoseck
Staff Analyst: Dave Jacobson
Date Filed: 09/17/98
Intervention Deadline: NA

TELECOMMUNICATIONS

TC98-158 In the Matter of Cypress Telecommunications Corporation's Failure to Submit a Report and Pay the Gross Receipts Tax.

Cypress Telecommunications Corporation shall appear on October 20, 1998, at 1:30 p.m. in the Cactus Conference Room, State Capitol Building, Pierre, SD, to show cause why action should not be taken against the company for failure to comply with SDCL Chapter 49-1A.

Staff Attorney: Camron Hoseck
Deputy Executive Director: Sue Cichos
Date Opened: 09/21/98
Hearing Date: 10/20/98

TC98-159 In the Matter of Freedom Communications Corp.'s Failure to Submit a Report and Pay the Gross Receipts Tax.

Freedom Communications Corp. shall appear on October 20, 1998, at 1:30 p.m. in the Cactus Conference Room, State Capitol Building, Pierre, SD, to show cause why action should not be taken against the company for failure to comply with SDCL Chapter 49-1A.

Staff Attorney: Camron Hoseck
Deputy Executive Director: Sue Cichos
Date Opened: 09/21/98
Hearing Date: 10/20/98

TC98-160 In the Matter of Global Telemedia International, Inc.'s Failure to Submit a Report and Pay the Gross Receipts Tax.

Global Telemedia International, Inc. shall appear on October 20, 1998, at 1:30 p.m. in the Cactus Conference Room, State Capitol Building, Pierre, SD, to show cause why action should not be taken against the company for failure to comply with SDCL Chapter 49-1A.

Staff Attorney: Camron Hoseck
Deputy Executive Director: Sue Cichos
Date Opened: 09/21/98
Hearing Date: 10/20/98

TC98-161 In the Matter of Host Network, Inc.'s Failure to Submit a Report and Pay the Gross Receipts Tax.

Host Network, Inc. shall appear on October 20, 1998, at 1:30 p.m. in the Cactus Conference Room, State Capitol Building, Pierre, SD, to show cause why action should not be taken against the company for failure to comply with SDCL Chapter 49-1A.

Staff Attorney: Camron Hoseck
Deputy Executive Director: Sue Cichos
Date Opened: 09/21/98
Hearing Date: 10/20/98

TC98-162 In the Matter of Long Distance Direct Holdings, Inc.'s Failure to Submit a Report and Pay the Gross Receipts Tax.

Long Distance Direct Holdings, Inc. shall appear on October 20, 1998, at 1:30 p.m. in the Cactus Conference Room, State Capitol Building, Pierre, SD, to show cause why action should not be taken against the company for failure to comply with SDCL Chapter 49-1A.

Staff Attorney: Camron Hoseck
Deputy Executive Director: Sue Cichos
Date Opened: 09/21/98
Hearing Date: 10/20/98

TC98-163 In the Matter of Meridian Telecom Corporation's Failure to Submit a Report and Pay the Gross Receipts Tax.

Meridian Telecom Corporation shall appear on October 20, 1998, at 1:30 p.m. in the Cactus Conference Room, State Capitol Building, Pierre, SD, to show cause why action should not be taken against the company for failure to comply with SDCL Chapter 49-1A.

Staff Attorney: Camron Hoseck
Deputy Executive Director: Sue Cichos
Date Opened: 09/21/98
Hearing Date: 10/20/98

TC98-164 In the Matter of Micro-Comm, Inc.'s Failure to Submit a Report and Pay the Gross Receipts Tax.

Micro-Comm, Inc. shall appear on October 20, 1998, at 1:30 p.m. in the Cactus Conference Room, State Capitol Building, Pierre, SD, to show cause why action should not be taken against the company for failure to comply with SDCL Chapter 49-1A.

Staff Attorney: Camron Hoseck
Deputy Executive Director: Sue Cichos
Date Opened: 09/21/98
Hearing Date: 10/20/98

TC98-165 In the Matter of Polar Communications Corporation's Failure to Submit a Report and Pay the Gross Receipts Tax.

Polar Communications Corporation shall appear on October 20, 1998, at 1:30 p.m. in the Cactus Conference Room, State Capitol Building, Pierre, SD, to show cause why action should not be taken against the company for failure to comply with SDCL Chapter 49-1A.

Staff Attorney: Camron Hoseck
Deputy Executive Director: Sue Cichos
Date Opened: 09/21/98
Hearing Date: 10/20/98

TC98-166 In the Matter of Professional Communications Management Services, Inc. d/b/a PROCOM's Failure to Submit a Report and Pay the Gross Receipts Tax.

Professional Communications Management Services, Inc. d/b/a PROCOM shall appear on October 20, 1998, at 1:30 p.m. in the Cactus Conference Room, State Capitol Building, Pierre, SD, to show cause why action should not be taken against the company for failure to comply with SDCL Chapter 49-1A.

Staff Attorney: Camron Hoseck
Deputy Executive Director: Sue Cichos
Date Opened: 09/21/98
Hearing Date: 10/20/98

TC98-167 In the Matter of Providian Group, LLC's Failure to Submit a Report and Pay the Gross Receipts Tax.

Providian Group, LLC shall appear on October 20, 1998, at 1:30 p.m. in the Cactus Conference Room, State Capitol Building, Pierre, SD, to show cause why action should not be taken against the company for failure to comply with SDCL Chapter 49-1A.

Staff Attorney: Camron Hoseck
Deputy Executive Director: Sue Cichos
Date Opened: 09/21/98
Hearing Date: 10/20/98

TC98-168 In the Matter of SmarTel Communications, Inc.'s Failure to Submit a Report and Pay the Gross Receipts Tax.

SmarTel Communications, Inc. shall appear on October 20, 1998, at 1:30 p.m. in the Cactus Conference Room, State Capitol Building, Pierre, SD, to show cause why action should not be taken against the company for failure to comply with SDCL Chapter 49-1A.

Staff Attorney: Camron Hoseck
Deputy Executive Director: Sue Cichos
Date Opened: 09/21/98
Hearing Date: 10/20/98

TC98-169 In the Matter of The Phonco, Inc. d/b/a Network Services Long Distance's Failure to Submit a Report and Pay the Gross Receipts Tax.

The Phonco, Inc. d/b/a Network Services Long Distance shall appear on October 20, 1998, at 1:30 p.m. in the Cactus Conference Room, State Capitol Building, Pierre, SD, to show cause why action should not be taken against the company for failure to comply with SDCL Chapter 49-1A.

Staff Attorney: Camron Hoseck
Deputy Executive Director: Sue Cichos
Date Opened: 09/21/98
Hearing Date: 10/20/98

TC98-170 In the Matter of TW Communications, Inc.'s Failure to Submit a Report and Pay the Gross Receipts Tax.

TW Communications, Inc. shall appear on October 20, 1998, at 1:30 p.m. in the Cactus Conference Room, State Capitol Building, Pierre, SD, to show cause why action should not be taken against the company for failure to comply with SDCL Chapter 49-1A.

Staff Attorney: Camron Hoseck
Deputy Executive Director: Sue Cichos
Date Opened: 09/21/98
Hearing Date: 10/20/98

TC98-171 In the Matter of United Wats, Inc.'s Failure to Submit a Report and Pay the Gross Receipts Tax.

United Wats, Inc. shall appear on October 20, 1998, at 1:30 p.m. in the Cactus Conference Room, State Capitol Building, Pierre, SD, to show cause why action should not be taken against the company for failure to comply with SDCL Chapter 49-1A.

Staff Attorney: Camron Hoseck
Deputy Executive Director: Sue Cichos
Date Opened: 09/21/98
Hearing Date: 10/20/98

TC98-172 In the Matter of V.I.P. Telephone Network, Inc.'s Failure to Submit a Report and Pay the Gross Receipts Tax.

V.I.P. Telephone Network, Inc. shall appear on October 20, 1998, at 1:30 p.m. in the Cactus Conference Room, State Capitol Building, Pierre, SD, to show cause why action should not be taken against the company for failure to comply with SDCL Chapter 49-1A.

Staff Attorney: Camron Hoseck
Deputy Executive Director: Sue Cichos
Date Opened: 09/21/98
Hearing Date: 10/20/98

TC98-173 In the Matter of XIEX Telecommunications, Inc.'s Failure to Submit a Report and Pay the Gross Receipts Tax.

XIEX Telecommunications, Inc. shall appear on October 20, 1998, at 1:30 p.m. in the Cactus Conference Room, State Capitol Building, Pierre, SD, to show cause why action should not be taken against the company for failure to comply with SDCL Chapter 49-1A.

Staff Attorney: Camron Hoseck
Deputy Executive Director: Sue Cichos
Date Opened: 09/21/98
Hearing Date: 10/20/98

TC98-174 In the Matter of the Application of PremierCom, Inc., for a Certificate of Authority to Provide Telecommunications Services in South Dakota

Application by PremierCom, Inc., for a certificate of authority to provide intrastate, interexchange switched inbound, switched outbound, and calling card services on a resale basis.

Staff Attorney: Camron Hoseck
Staff Analyst: Dave Jacobson
Date Filed: 09/22/98
Intervention Deadline: 10/09/98

TC98-175 In the Matter of the Complaint filed by John R. Steele, Plankinton, South Dakota, against MCI Telecommunications Corporation Regarding Fraudulent Marketing Practices

Complaint by John R. Steele, Plankinton against MCI. Complainant alleges that actual rates charged by MCI were higher than rates promised for intra and interstate long distance calls. Complainant is requesting that MCI honor a \$12 per minute rate along with a 20 percent rebate at the end of the first year, or that MCI switch his service back to DTG and rerate his current bill at the promised rate.

Staff Attorney: Karen Cremer
Consumer Representative: Leni Healy
Date Filed: September 14, 1998
Intervention Deadline: N/A

TC98-176 In the Matter of the Complaint filed by Randy Kieffer, Sturgis, South Dakota, against U S WEST Communications, Inc., Regarding Service Problems

On September 21, 1998, the Commission received a complaint from Randy Kieffer, Sturgis, SD, against U S WEST regarding service problems. The complaint states

several incidents of ongoing service problems and poor or slow response by U S WEST. The phone outages require the complainant to drive 26 miles to Sturgis to report the outage and to make necessary phone calls. The complainant paid \$2,500 last year to have a telephone line installed. The complainant asks that U S WEST reimburse time and travel expenses for past and future phone outages or that U S WEST provide two cellular phones free of cost to be used when the outages occur.

Staff Attorney: Camron Hoseck
Consumer Representative: Leni Healy
Date Filed: 09/21/98
Intervention Deadline: N/A

You may receive this listing and other PUC publications via our website or via internet e-mail.
You may subscribe to the PUC mailing list at
<http://www.state.sd.us/state/executive/puc/puc.htm>

MCI WORLD COM

BY OVERNIGHT COURIER

November 25, 1998

Commissioner Laska Schoenfelder
c/o William Bullard
Executive Secretary
South Dakota Public Utilities Commission
State Capitol
500 East Capitol Avenue
Pierre, SD 57501-5070

Subject: TC-98-175, John Steele Complaint

Dear Commissioner Schoenfelder:

This letter is in response to your request for additional information from MCI WorldCom made during the Commission's October 20, 1998 open meeting.

First, I am pleased to inform you that we have come to a resolution of our dispute with Mr. Steele according to the terms previously presented to the Commission by MCI WorldCom's South Dakota counsel, David Gerdes. A letter and credit memorandum dated November 10, 1998 addressed to Mr. Steele and confirming our agreement is attached to this letter (Attachment A).

Second, you also inquired during the open meeting about the level and quality of training MCI WorldCom provides to its sales agents, and in particular whether our sales representatives are trained to sell in South Dakota and differentiate between intraLATA and interLATA calling. I would like to assure you that MCI WorldCom exercises great diligence in training its agents assigned to our current and potential South Dakota customers.

I have enclosed excerpts from the facilitator's guide used to train MCI WorldCom's new sales representatives (attachment B), as well as some South Dakota LATA maps and an area code 605 NPA/NXX listing that are tools made available to all agents selling to South Dakota citizens (attachment C). In addition to paper documentation, our sales representatives have access to extensive online documentation to assist them during the sales process. I have enclosed a sample of our on-line documentation which specifically shows South Dakota as a single-LATA state, with certain border anomalies (Attachment D). This online sample -- available at each agent's desktop -- also provides MCI WorldCom's sales representatives with the applicable rates for each plan, type of call, and calling volume. As these attachments contain certain business sensitive information, I am requesting that viewing be limited to the Commissioners and the Staff only.

RECEIVED
NOV 25 1998
SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

Commissioner Schoenfelder

Page 2 of 2

Finally, during the open meeting you also wondered whether the MCI WorldCom representative who erred by quoting non tariffed rates to Mr. Steele would be advised of his mistake. The answer is yes, the representative has been informed of his error, and received a written warning consistent with MCI WorldCom's disciplinary guidelines. These guidelines include provisions for dealing with sales agents who present customers with misinformation, up to suspension and termination.

Do not hesitate to contact me at 303-390-6804 with any additional questions.

Sincerely,



Michel Murray
State Regulatory Manager

cc: Chairman Jim Burg, South Dakota PUC (by overnight courier)
Commissioner Pam Nelson, South Dakota PUC (by overnight courier)
Leni Healy, Consumer Affairs Director, South Dakota PUC (by fax)
Karen Cremer, Staff Attorney, South Dakota PUC (by fax)
David A. Gerdes, Esq. (via U.S. mail)

MCIWORLD.COM

VIA FACSIMILE AND U.S. MAIL

November 10, 1998

John R. Steele, Esq.
Steele & Steele, P.C.
404 South Main Street
PO Box 577
Plankinton, South Dakota 57368-0577

Dear Mr. Steele:

Please find attached a credit memorandum from MCI WorldCom escalation specialist Lori Sedlacek detailing additional credits applied to your account. Ms. Sedlacek went over and agreed to these numbers during a telephone conversation with your bookkeeper on November 5, 1998, and I personally received confirmation from your bookkeeper yesterday that she was mailing us payment for the balance indicated on the attachment. It is my understanding that you find these arrangements acceptable and that these credits will effectively resolve our dispute. Ms. Sedlacek will contact your bookkeeper again later this month to make any necessary adjustment to your MCI WorldCom invoice to be issued on November 10, 1998. This invoice should be your final MCI WorldCom invoice since you informed me in an earlier conversation that you had contacted your former carrier and requested to be switched back to them. However, because MCI WorldCom has not yet received a notification from your local exchange company of your request to change carrier, I suggest that you contact your local telephone company to confirm that all of your lines have been switched to your former carrier.

Do not hesitate to contact me at 303-390-6804 with any questions.

Sincerely,



Michel Murray
State Regulatory Manager

cc: Leni Healy, Consumer Affairs Director, South Dakota PUC (by fax)
Karen Cremer, Staff Attorney, South Dakota PUC (by fax)
David A. Gerdes, Esq. (by fax)

BREAKDOWN OF ADDITIONAL CREDIT ISSUED TO STEELE AND STEELE

7/10/98 INVOICE

TOTAL MINUTES $1365.6 \times .096/\text{MIN RATE} = \131.09

ACTUAL CHRGS (W/O TAX) $\$203.95 - \$131.09 = \$72.86 \text{ DIFF}$

$\$72.86 - \$53.94 \text{ CRDT ALRDY ISSUED} = \text{ADDNL CRDT } \$18.92 + \text{TAX} = \$20.43$

8/10/98 INVOICE

TOTAL MINUTES $1452.5 \times .096/\text{MIN RATE} = \139.44

ACTUAL CHRGS (W/O TAX) $\$216.41 - \$139.44 = \$76.97 \text{ DIFF}$

$\$76.97 - \$45.11 \text{ CRDT ALRDY ISSUED} = \text{ADDNL CRDT } \$31.86 + \text{TAX} = \$34.41$

9/10/98 INVOICE

TOTAL MINUTES $1769.9 \times .096/\text{MIN RATE} = \169.91

ACTUAL CHARGES (W/O TAX) $\$278.74 - \$169.91 = \$108.83 \text{ DIFF}$

$\$108.83 - \$39.24 \text{ CRDT ALRDY ISSUED} = \text{ADDNL CRDT } \$69.59 + \text{TAX} = \$75.16$

10/10/98 INVOICE

TOTAL MINUTES $2134.0 \times .096/\text{MIN RATE} = \204.86

ACTUAL CHARGES (W/O TAX) $\$321.17 - \$204.86 = \$116.31 + \text{TAX} = \125.61

In the interest of resolving the dispute, MCI WorldCom adjusted all calls to \$0.096/min., including directory assistance calls that are \$1.40/call. We calculated the tax percentage as a flat 8 percent, in the customer's favor. The additional credit issued for the rate adjustment totals \$255.61. MCI WorldCom also issued \$120.00 credit on the account to offset any switching fees for intraLATA and interLATA PIC changes from MCI WorldCom and back to the customer's preferred carrier for all six telephone numbers. The current balance owed, after the above credit, is \$419.66.

A MCI WorldCom escalation specialist will monitor the account for the 11/10/98 invoice to generate and adjust all calls to \$0.096/min.

ATTACHMENT B



MCI & THE TELECOMMUNICATIONS WORLD

FACILITATOR'S GUIDE
10/98

Leader's Notes- Call Types Explained

Basic Telephony

**Leader's
Instructions**

- Use the below steps to facilitate this section of Basic Telephony.
 - Introduce** Call Types Explained.
 - Say** "There are many different call types that customers make on a daily basis, and you need to know how to identify them so you can find sales opportunities on every call..."
 - Review & Discuss** Types of Calls. **Ask participants** to identify an example of each type of call. **Point out** that the Interstate local toll call is rare, but is possible in certain parts of the country.
 - Review & Discuss** LATAs. You may wish to draw your own sample diagram for participants. **Point out** that the next page shows a very simple illustration of LATAs and how they shape the types of calls customers make.
 - Review & Discuss** interLATA & IntraLATA calls. **Point out** MCI WorldCom employees may use the industry jargon, but that SRs should use the 'laypersons' terminology when speaking with the customer.
 - Ask participants** for questions.
 - Say** "The next page shows an illustration of a mock state, we will use this to review LATAs and area codes and then you will take a quick quiz on your understanding..."
-

Leader's Notes- Call Types Explained (continued)

Basic Telephony

Leader's Instructions

- Use the below instructions to facilitate this section of training.
- Introduce** the illustration of LATAs on the participant's page.
- Ask participants** for any questions they may have about this illustration. **Point out** that LATA lines may sometimes match an area code line, but it is the exception rather than the rule.
- Ask participants** to complete the exercise on LATAs. Allow 5 minutes for this exercise, and five minutes to review the responses.
- Clarify** any questions before moving onto the next section.
- Transition** to Dialing Procedures.

Answer Key for sample LATA map exercise

Use the below answer key as a reference for reviewing the correct responses for this exercise. Please reinforce that industry and layperson's terminology is used to test the SRs grasp of these terms. Reinforce that SRs should not use industry terminology with customers.

Question	Fill in your response
1. A call from McHenry to Jonesboro would be InterLATA or IntraLATA?	IntraLATA
2. A call from Union Junction to Jordantown would be local toll or long-distance?	Long-distance
3. A call from Blackwater Falls to Union Junction would be IntraLATA or InterLATA?	InterLATA
4. A call from Jordantown to Blackwater Falls would be a local toll or long-distance call?	Long-distance
5. A call from Jonesboro to Union Junction would be a local toll or long-distance call?	Local toll

Call Types Explained

Basic Telephony

Types of Calls - There are several different classifications for telephone calls. They are briefly explained below. More detail on some of these call types will be given later in the chapter.

Call Type	Definition
Local	A call that originates and terminates within a customer's local calling area.
Instate Local Toll (local long-distance)	A call that originates and terminates in the same state, but leaves a customer's local calling area but not their LATA.
Out of State Local Toll	Any call that originates in one state and terminates in another state yet does not cross a LATA. (rare call type)
Instate Long-Distance	Any call that originates and terminates in the same state but crosses a LATA.
Out of State Long-Distance	Any call that originates in one state and terminates in another LATA in another state.
International	Any call that originates in one country and terminates in another country.

LATAs LATAs or Local Access & Transport Areas serve as a geographic boundaries to determine what is a local call or long-distance. Calls that cross LATAs are long-distance. Calls that stay within a LATA may be local or local toll depending on where the originating and terminating numbers are within that LATA. LATAs are not based on area codes (NPAs) so there may be more than one NPA to an area code and multiple LATAs within an NPA. LATAs were originally implemented to ensure equal distribution of phone customers for each phone company.

InterLATA calls InterLATA calls are long-distance calls, or calls that cross a LATA line. Your long-distance carrier will automatically handle these calls.

IntraLATA calls IntraLATA calls are commonly called "local toll calls" and the local phone company handles them automatically. These calls remain in one LATA but are charged for like long-distance calls.

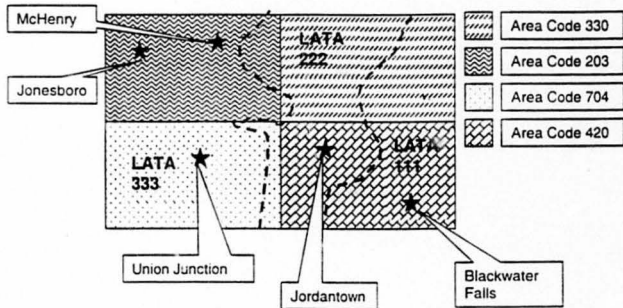
Continued on next page

Call Types Explained- (continued)

Basics Telephony

Illustration- LATAs & NPAs

Use the below illustration to help understand LATAs and NPAs. The module assessment will include an additional exercise to check your understanding.



Questions for above illustration

Use the below set of questions to check your understanding of domestic call types.

Question	Fill in your response
1. A call from McHenry to Jonesboro would be InterLATA or IntraLATA ?	
2. A call from Union Junction to Jordantown would be local toll or long-distance ?	
3. A call from Blackwater Falls to Union Junction would be IntraLATA or InterLATA ?	
4. A call from Jordantown to Blackwater Falls would be a local toll or long-distance call?	
5. A call from Jonesboro to Union Junction would be an IntraLATA or InterLATA call?	

Leader's Notes- Dialing Procedures

Basic Telephony

**Leader's
Instructions**

- Use the below instructions to facilitate this section of Basic Telephony.
 - **Introduce** the topic of dialing procedures.
 - **Say** "This section will show you how most basic call types are dialed..."
 - **Review & Discuss** Local Calling. **Point out** that due to the massive increase in the number of phone numbers and area codes, not all LECs are implementing the same dialing procedures for calls.
 - **Review & Discuss** Local Toll Calling. **Point out** that LECs may use any of the three methods for dialing calls, and it is important that the SR knows when to spot a local toll opportunity.
 - **Review & Discuss** MCI WorldCom Local Toll Calling Methods. **Point out** when to offer the customer each type of method.
 - **Review & Discuss** MCI WorldCom's 10XXX number. **Point out** that MCI WorldCom's number is 10222. AT&T's is 10288, Sprints is 10333.
 - **Review & Discuss** A special note on interstate local toll calls. **Point out** that these calls are always priced at the interstate long-distance rate.
 - **Ask participants** for additional questions.
 - **Continue training** on the following page. →
-

Dialing Procedures

Basic Telephony

Local Calling In most cases, customers dial the 7-digit number to complete a local call within their area code. There are certain exceptions to this rule due to the rapid expansion of area codes. Some areas of the country must dial the complete 10-digit number to complete a local call. Be aware that your prospect may not dial just the standard 7-digit number to complete a local call.

Example: Most customers would dial NXX-XXXX.

Example: Some customers must dial NPA-NXX-XXXX

Local Toll Calling Procedures for dialing local toll calls vary greatly by region. Some customers may dial the 7-digit number, while others must dial 1+ the 7 or 10-digit number. Take note of your customers dialing procedure when discussing this so as not to confuse the customer.

MCI WorldCom Local Toll calling methods MCI WorldCom offers two ways to use MCI WorldCom for local toll calling. The first is called "10-10XXX" calling. Every long-distance carrier has a 10-10XXX code so a customer may use the carrier of their choice from any equal access phone. The other method is called 1+ Local Toll Calling, where a customer can automatically select MCI WorldCom to pick up their local toll calls. This feature is only available in areas where the local carrier has established 1+ local toll "equal access". Both of these dialing procedures are explained below.

Local Toll Call Method	Dialing Example
10-10XXX	10-10XXX+1+NPA+NXX+XXXX
1+ Local Toll	1+NPA+NXX+XXXX

10-10222 MCI WorldCom's 10-10XXX code is "10-10222".

A special note on interstate local toll calls In rare instances, customers may be making local toll calls that cross state borders. These calls are not billed at the local toll rate. Instead you should price them based on the interstate long-distance rate.

Continued on next page

Dialing Procedures (continued)

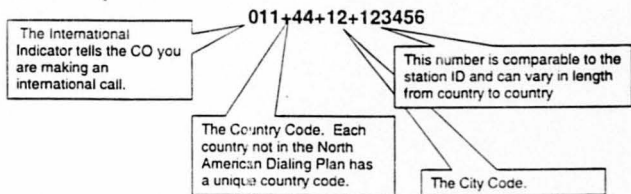
Basic Telephony

Long-Distance Calling

A long-distance call has a standard dialing procedure. The customer must dial 1+NPA+NXX+XXXX. The "1" is the long-distance indicator and tells the switch you are about to make a long-distance or sometimes a local toll call.

International Dialing

Use the illustration below to see how a direct dialed international call is completed.



What is considered an International Call?

International calls are those calls with terminate in any area besides the U.S., Puerto Rico (PR), U.S. Virgin Islands (USVI), Guam, and the Commonwealth of the Northern Marianas (CNMI).

How to check your carrier

Use the below numbers when your customer needs to identify who their current carrier is for long-distance & local toll calling.

Long-distance: 1+700+555+4141

Local Toll: 1+NPA+700+4141 (Where 1+Local Toll is available)



**MCI ONE
FOR SMALL BUSINESS**

FACILITATOR'S GUIDE
10/98

Leader's Notes- MCI One for Small Business Pricing

MCI One for Small Business

Leader's Instructions

- Use the below steps to train MCI One for Small Business Pricing.
- **Introduce** MCI One for Small Business Pricing.
 - **Say** "This section will give you the basic pricing information you need to effectively position MCI One for Small Business."
 - **Review & Discuss** the Overview. **Point out** that MCI WorldCom's Small Business rates are among the most competitive in the business, and that some competitors may have some lower rates, but MCI's award-winning products and service easily make MCI the best choice for Small Businesses.
 - **Review & Discuss** Direct Dialed Interstate Rates. Use the **Leader's Key** below to facilitate completion of the rate chart.
 - **Review & Discuss** Intrastate and Local Toll Rates. You may wish to print out a current pricing list from ToolBox II or consult ToolBox II online if SMART/Call training has been completed.
 - **Review & Discuss** MCI Non-Plan International Direct Dialed Rates. **Point out** that MCI One International plan information will be discussed in complete detail in a separate section.
 - **Review & Discuss** MCI WorldCom Private Toll Free Rates. **Point out** that the CNMI stands for Commonwealth of Northern Mariana Islands.
 - **Ask** for any final questions and **Transition** to the module assessment.
 - **Say** "Last but not least we will complete the MCI One for Small Business module assessment..."

Leader's Key: Interstate Rates

Use the below key to facilitate current MCI One for Small Business Interstate DD rates.

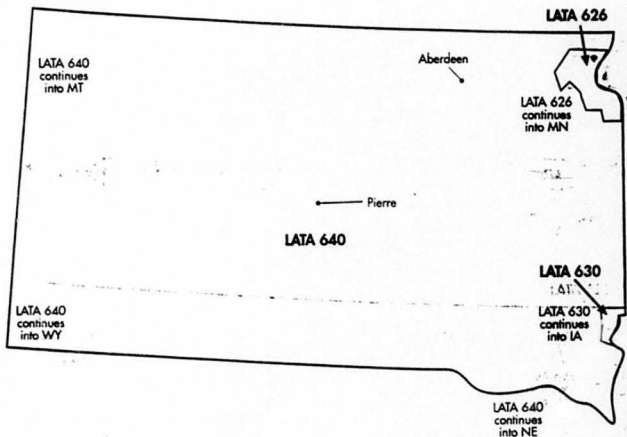
If the customer spends betweenand monthly ...	Then their rate will be
\$0	\$24.99	\$0.15/minute
\$25.00	\$1499.99	\$0.12/minute
\$1500.00	up	\$0.15/minute

Personal 800 MCI One for Small Business Private Toll Free rates are as follows.

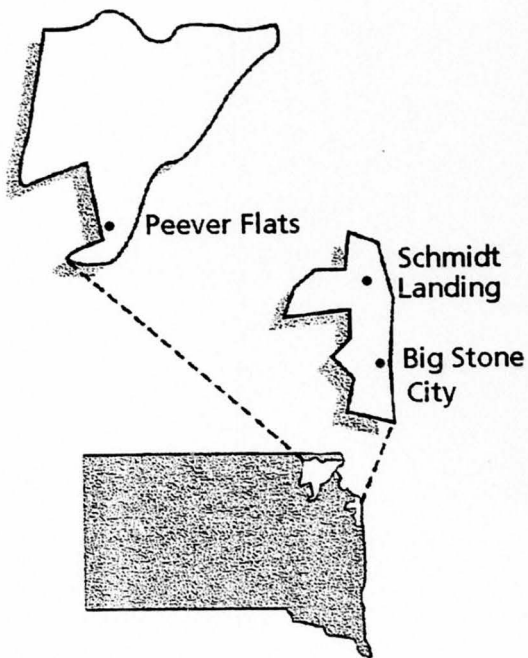
If the call originates from...	...then the rate is...
The U.S., USVI, CNMI, or Puerto Rico	\$0.30/minute
Canada	\$0.40/minute

South Dakota

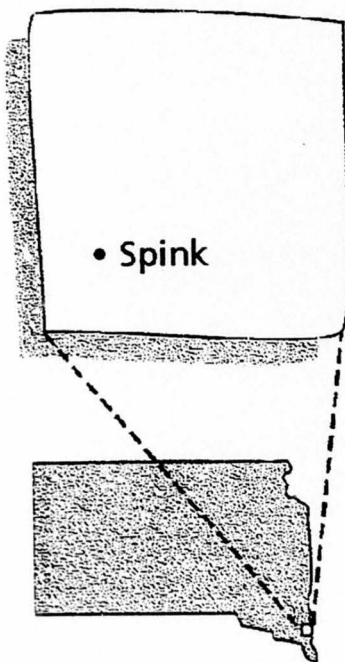
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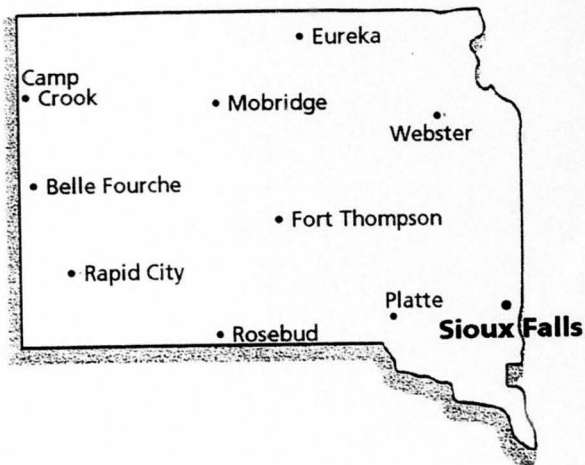
**South Dakota
LATA 626**



South Dakota:
LATA 630



South Dakota
LATA 640



South Dakota Area Code 605

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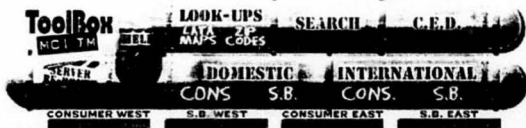
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South Dakota

	<p>South Dakota</p>		<p>Consumer Do</p>																
<p>Link to:</p> <ul style="list-style-type: none"> • LEC Numbers • PIC Fees • Taxes • Area Code City Listings • Internet Local Access Numbers 			<table border="1"> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> </table>																
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Area Codes for Specific Cities

South Dakota

http://webster.mci.com/7166.SD.men

Please be aware that the Area Code listings are accurate when compared to the source(s) available.

Please utilize the FEEDBACK button to send information regarding any discrepancies in the listings.

Cities with multiple NPA listings (ex. Chicago 312/773) have multiple area codes available due to a geographic NPA split or NPA overlay.

City Name	NPA	LATA	City Name	NPA	LATA	City Name	NPA	LATA
Aberdeen	605	640	Gettysburg	605	640	Platte	605	640
Belle Fourche	605	640	Gregory	605	640	Rapid City	605	640
Beresford	605	640	Hartford	605	640	Redfield	605	640
Box Elder	605	640	Hot Springs	605	640	Salem	605	640
Brandon	905	640	Huron	605	640	Sioux Falls	605	640
Britton	605	640	Lead	605	640	Sisseton	605	640
Brookings City	605	640	Lemmon	605	640	Spearsfish	605	640
Canton	605	640	Lennox	605	640	Snurgis	605	640
Chamberlain	605	640	Madison	605	640	Tea	605	640
Clark	605	640	Milbank	605	640	Vermillion	605	640
Custer	605	640	Miller	605	640	Volga	605	640
Deadwood	605	640	Mitchell	605	640	Wagner	605	640
Dell Rapids	605	640	Mobridge	605	640	Watertown	605	640
Elk Point	605	640	North Sioux City	605	630	Webster	605	640
Flandreau	605	640	Parkston	605	640	Winner	605	640
Fort Pierre	605	640	Pierre	605	640	Yankton	605	640

South Dakota LEC Contact Numbers

Segment	Area Codes	Company Name	800 Number
Res	605	US West Communications	800-244-1111 800-573-1121 (Repair) 800-564-1121 (Spanish)
SB	605	US West Communications	800-603-6000



Index Terms: SD : AREA CODE 605 : NPA 605

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Toolbox

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**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA**

IN THE MATTER OF THE COMPLAINT FILED)	ORDER DISMISSING
BY JOHN R. STEELE, PLANKINTON, SOUTH)	COMPLAINT AND CLOSING
DAKOTA, AGAINST MCI)	DOCKET
TELECOMMUNICATIONS CORPORATION)	
REGARDING FRAUDULENT MARKETING)	TC98-175
PRACTICES)	

On September 14, 1998, the Public Utilities Commission (Commission) received a complaint by John R. Steele, Plankinton, South Dakota (Complainant), against MCI Telecommunications Corporation (MCI) regarding fraudulent marketing practices. Complainant alleges that actual rates charged by MCI were higher than rates promised for intrastate and interstate long distance calls. Complainant is requesting that MCI honor a \$.12 per minute rate along with a 20 percent rebate at the end of the first year, or that MCI switch his service back to DTG and rerate his current bill at the promised rate.

Pursuant to ARSD 20 10 01 08 01 and 20 10 01 09, if a complaint cannot be settled without formal action, the Commission shall determine if the complaint shows probable cause of an unlawful or unreasonable act, rate, practice or omission to go forward with the complaint.

On October 20, 1998, at its duly noticed meeting, the Commission heard the complaint by Mr. Steele and the response of MCI. The matter was deferred at that time. At its regularly scheduled meeting of December 7, 1998, the Commission reviewed the complaint. MCI and Commission staff represented to the Commission that the complainant had indicated to staff that accord had been reached with MCI. Based upon this communication from the complainant, Commission Staff recommended that the complaint be dismissed and the docket closed.

The Commission finds that it has jurisdiction over this matter pursuant to SDCL Chapters 49-13 and 49-31 and ARSD 20 10 01 08 01 and 20 10 01 09. The Commission voted unanimously to dismiss the complaint and close the docket, it is therefore

ORDERED, that this complaint be dismissed and the docket be closed.

Dated at Pierre, South Dakota, this 11th day of December, 1998.

CERTIFICATE OF SERVICE	
The undersigned hereby certifies that this document has been served today upon all parties of record in this docket, as listed on the docket service list, by facsimile or by first class mail, in properly addressed envelopes, with charges prepaid thereon.	
By _____	<i>William Steele</i>
Date _____	<u>12/11/98</u>
(OFFICIAL SEAL)	

BY ORDER OF THE COMMISSION:

James A. Burg

JAMES A. BURG, Chairman

Pam Nelson

PAM NELSON, Commissioner

Laska Schoenfelder

LASKA SCHOENFELDER, Commissioner