

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

**IN THE MATTER OF THE COMPLAINT FILED )  
BY BRADY AND TIFFINY CRAMER, SIOUX )  
FALLS, SOUTH DAKOTA, AGAINST MCI )  
WORLDCOM REGARDING UNAUTHORIZED )  
SWITCHING OF LONG DISTANCE SERVICE )**

**ORDER FINDING  
PROBABLE CAUSE AND  
NOTICE REQUIRING  
ANSWER  
CT99-008**

On June 21, 1999, the Public Utilities Commission (Commission) received a complaint filed by Brady and Tiffany Cramer, Sioux Falls, South Dakota (Complainants), against MCI WorldCom (MCI) regarding unauthorized switching of long distance service. The Complainants allege that their long distance telecommunications service was switched without their authorization. After several attempts to correct the problem over the past year, they remain unsatisfied. The Complainants are seeking a re-rating of their billing to 10 cents per minute plus an amount to hold the companies accountable for their difficulty.

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.

At its regularly scheduled meeting of July 13, 1999, Complainants and MCI appeared before the Commission. Since unresolved factual issues arose following statements from each party, Commission Staff recommended a finding of probable cause.

The Commission finds that it has jurisdiction over this matter pursuant to SDCL 49-13-1, 49-13-4, 49-13-13, 49-13-14.1, 49-31-3, 49-31-7, 49-31-7.1, 49-31-11, and ARSD 20:10:01:08.01 and 20:10:01:09. The Commission voted unanimously to find probable cause. It is therefore

ORDERED, that pursuant to ARSD 20:10:01:09, the Commission finds that there is probable cause of an unlawful or unreasonable act, rate, practice, or omission and that the complaint shall be forwarded to MCI and MCI shall file with the Commission its answer in writing within twenty (20) days of service of this order.

Dated at Pierre, South Dakota, this 16th day of July, 1999.

<b>CERTIFICATE OF SERVICE</b>
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: _____
Date: _____
(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION:

\_\_\_\_\_  
JAMES A. BURG, Chairman

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PAM NELSON, Commissioner

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LASKA SCHOENFELDER, Commissioner