

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

**IN THE MATTER OF THE COMPLAINT FILED) ORDER CLOSING DOCKET
BY BRADY AND TIFFINY CRAMER, SIOUX)
FALLS, SOUTH DAKOTA, AGAINST MCI) CT99-008
WORLDCOM REGARDING UNAUTHORIZED)
SWITCHING OF LONG DISTANCE SERVICE)**

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). The Complainants alleged 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.

Pursuant to 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 July 13, 1999, at a duly noticed meeting, the Commission considered this matter and found probable cause of an unlawful or unreasonable act, rate, practice or omission on the part of MCI. At its regularly scheduled September 8, 1999, meeting, the Commission considered this matter and was informed that it had been resolved and that a copy of the release as signed by the Complainants was filed with staff counsel. It having been resolved, the Commission voted to close the docket.

The Commission finds that it has jurisdiction over this matter pursuant to SDCL Chapters 1-26, 49-13, including 49-13-1 through 49-13-14, inclusive, and SDCL Chapter 49-31, including 49-31-3, 49-31-7, 49-31-7.1, 49-31-7.2, 49-31-10, 49-31-11, 49-31-38, 49-31-38.1, 49-31-38.2, 49-31-38.3, 49-31-89 through 49-31-96, inclusive, and ARSD 20:10:01:07.01 through 20:10:01:15.01, inclusive. It is therefore

ORDERED, that the docket is hereby closed.

Dated at Pierre, South Dakota, this 14th day of September, 1999.

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: _____
Date: _____
(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION:

JAMES A. BURG, Chairman

PAM NELSON, Commissioner

LASKA SCHOENFELDER, Commissioner

