

**Consumer Complaint Orders - Issued 1999**

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

<b>IN THE MATTER OF THE COMPLAINT FILED BY DOUGLAS HOLLER, PIERPONT, SOUTH DAKOTA, AGAINST MCI WORLDCOM REGARDING BILLING ERRORS</b>	) ) ) ) )	<b>ORDER DISMISSING COMPLAINT AND CLOSING DOCKET</b>
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**CT99-031**

On August 11, 1999, the Public Utilities Commission (Commission) received a complaint filed by Douglas Holler, Pierpont, South Dakota (Complainant), against MCI WorldCom (MCI). The Complainant alleged that he attempted to switch two telephone numbers to AT&T from MCI, that only one number was released, and MCI continued to bill for the second number. Complainant requests reimbursement of \$36.03 and an admission of error on the part of MCI.

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 September 8, 1999, at a duly noticed meeting, the Commission considered this matter. Complainant's wife, Janice Holler, appeared via teleconference and explained their case. Commission staff recommended a finding of probable cause. The Commission voted unanimously to find probable cause. On October 21, 1999, the Commission received a Release executed by the Complainant on October 19, 1999, which, in part, stipulated to the dismissal of this complaint and closing 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 complaint be dismissed and this docket be closed.

Dated at Pierre, South Dakota, this 4th day of November, 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:

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JAMES A. BURG, Chairman

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PAM NELSON, Commissioner

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LASKA SCHOENFELDER, Commissioner

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