

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

IN THE MATTER OF THE COMPLAINT FILED)	ORDER DISMISSING
BY TIM AND KAY TROOIJEN, WHITE, SOUTH)	COMPLAINT AND CLOSING
DAKOTA, AGAINST HBS BILLING SERVICES)	DOCKET
AND BUSINESS OPTIONS, INC. REGARDING)	
UNAUTHORIZED SWITCHING OF SERVICES)	CT00-063
AND UNAUTHORIZED BILLING FOR)	
SERVICES)	

On April 20, 2000, the Public Utilities Commission (Commission) received a complaint filed by Tim and Kay Trooijen, White, South Dakota, (Complainants), against HBS Billing Services and Business Options, Inc. regarding unauthorized switching of services and unauthorized billing for services. The Complainants allege they received a phone bill in March, 2000, with long distance charges from HBS Billing Services from December 1, 1999, to January 15, 2000. The Complainants did not recognize HBS Billing Services and report that neither authorized a change in telephone service. The Complainants request that HBS Billing Services be penalized to the full extent of the law for the unlawful change in long distance services. The Complainants request that the PUC force HBS Billing Services to fully reimburse them with a billing refund and the \$1000.00 compensation.

On April 20, 2000, the complaint was faxed to HBS Billing Services and Business Options, Inc. Pursuant to ARSD 20:10:01:09, HBS Billing Services and Business Options, Inc. were notified that it must satisfy the complaint or file an answer in writing with the Commission by May 11, 2000. Commission Staff received word from the Complainants stating that the complaint against HBS Billing Services and Business Options, Inc. had been resolved.

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, 49-31-7.3, 49-31-7.4, 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 49-31-97, inclusive, and ARSD Chapters 20:10:01 and 20:10:34.

On July 20, 2000, at a regularly scheduled meeting, the Commission considered this matter. Upon recommendation of Commission Staff, the Commission voted unanimously to dismiss the complaint and close the docket. It is therefore

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

Dated at Pierre, South Dakota, this 21st day of July, 2000.

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: <u><i>Delvina Kolbo</i></u>
Date: <u>7/24/00</u>
(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION:

Pam Nelson
PAM NELSON, Vice Chair

Laska Schoenfelder
LASKA SCHOENFELDER, Commissioner