



\*\*\*PLEASE TYPE OR PRINT CLEARLY\*\*\*

RECEIVED

BEFORE THE PUBLIC UTILITIES COMMISSION SEP 07 1998  
OF THE STATE OF SOUTH DAKOTA

SOUTH DAKOTA PUBLIC UTILITIES COMMISSION

COMPLAINT

Complainant(s): (The party filing the complaint)		Respondent(s): (The person or Company complained against)	
Name	Karin M Erickson	Contact Person	
Address	2235 W 10th Ave	Company	Metred
City, State, Zip	Aberdeen SD 57401	Address	
Work Phone	605 226 4221	City, State, Zip	
Home Phone	605 226 1271	Work Phone	
Cellular Phone	605 380 6806	Cellular Phone	
Fax	605 226 4227	Fax	

If the Complainant is represented by an attorney, please list the attorney's name, address, telephone number and fax number below:  
If Complainant is not represented by an attorney, please leave blank:

The facts giving rise to my complaint:

I called Metred prior to my moving on May 1 to have my service hooked up at the new residence. I believe it was April 21<sup>st</sup> or 25<sup>th</sup> on Monday. The Customer Service Rep I talked to said there would be no problem but a charge to rehook which I informed her when I switched to Metred I didn't want to have to pay rehook charges and she informed me that there would be any charges. Thus I switched. I have had nothing but problems. From day one from being charged for services I didn't have to poor customer service.

To continue: On May 1<sup>st</sup> there was no service I called them and they said that due to an outstanding balance they were not going to switch and I had told them until the services were often I wasn't paying. I then told them to Chrome and switch me back to USWEST they said okay that they would put it in the system. I then called again at USWEST to get things processed. I was then informed it would be a 30 day waiting period from the date of the faxed paper I had sent to Eric. I was okay with May 8<sup>th</sup> as a

hook up date and no later than May 11th. Both days came and went with no explanation other than McLeod hadn't released the #'s to allow US West begin service. Cron said that they were ready to go but couldn't without release from McLeod. The number that US West was suppose to have is listed on the faxed paper. I once receiving this Order # again called McLeod and read them the number. Should be no hold up correct? No they were still waiting for some release.

From 10 days prior to my moving McLeod was aware of the move and then on May 1 the Switch which they referenced to as a 'winback' and continually was a fight until May 20th when I had service beginning at 5:30pm.

After the 17 days passed I went to Senator Tom Daskel's office and worked with Maeva King on getting this situation handled. See enclosed papers of calls etc.

There should be no 5 day waiting period as it only takes 1 day to switch service from US West to McLeod. Why does it take so long to go back? This is unfair and extremely frustrating.

Karen Erickson

**RESOLUTION REQUEST**

I ask that the Public Utilities Commission grant the following relief. (What do you think the Commission should do to solve this problem?)

I request payment on the Cellular phone 380-6206 due to this being my only line of communication with my children and also and outstanding and unknown switch back fees or penalties which they may charge also damages due to the extreme stress & frustration

NOTE: Please attach any additional pages, if necessary.

**VERIFICATION**

*Signature must be witnessed by a notary public.*

Complainant's Signature

Date

State of South Dakota )  
County of \_\_\_\_\_ ) :SS

On this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ before me personally came and appeared \_\_\_\_\_ known to me to be the individual described herein and who executed the foregoing instrument, and who duly acknowledged to me that he/she executed same for the purpose therein contained.

IN WITNESS WHEREOF, I hereunto set my hand and official seal.

\_\_\_\_\_  
Signature of Notary Public

page 2 Resolution Request

Cellphone bill  
Switchback fees \$185.00  
Emotional Stress \$200.00

See copies of Cellphone bill attached.

Invoice Date 05/13/98  
 Account Number 874175  
 Mobile Number 605-380-6806  
 Account Name KAREN ERICKSON

For Billing  
 Inquiries Call  
 800-615-0304

PAYMENTS

BILL PAYMENT	04/14/98	-51.23	
TOTAL PAYMENTS			-51.23

SERVICE CHARGES

BASIC PLAN MONTHLY ACCESS CHARGE	05/11/98 - 06/10/98	16.99	
CASUAL CALLER COMBO VALUE PACK	05/11/98 - 06/10/98	7.99	
FREE FIRST MINUTE INCOMING CALLS	05/11/98 - 06/10/98	.00	
TOTAL SERVICE CHARGES			44.98

TAXES

FEDERAL TAX	3.00000	6.13	
SOUTH DAKOTA STATE TAX	4.00000	8.17	
ABERDEEN CITY TAX	2.00000	4.09	
SD GROSS RECEIPTS TAX	0.15000	.31	
BROWN COUNTY 911 SURCHARGE	0.7500	.75	
FEDERAL UNIVERSAL SERVICE FEE	0.90000	1.84	
SD TELECOM RELAY SERVICE	0.1500	.15	
TOTAL TAXES			21.44

HOME AIRTIME AND LAND CHARGES

Line	Date	Time	Called	Place	Called	Number	Feat	Dir	Per	Mins	Charge	Rate	Mins	Type	Charge	Total
										-----Airtime-----		-----Land-----				
Total of Unitemized Calls										752	156.14		0		.00	156.14
Total Home Airtime and Land Charges										752	156.14		0		.00	156.14

SUMMARY OF HOME AIRTIME AND LAND CHARGES

Plan BIC "BASIC PLAN" From 4/11/98 Through 5/10/98

Rate Period	Minutes	Rate	Charge	Type of Long Distance Usage	Charge
Peak	17	Free (Other)	.00	Total Long Distance Charges	.00
	86	Free (Plan)	.00		
	118	.37	43.66		

Invoice Date 05/13/98  
Account Number 874176  
Mobile Number 505-330-6806  
Account Name KAREN ERICKSON

For Billing  
Inquiries Call  
800-635-0104

SUMMARY OF HOME AIRTIME AND LAND CHARGES

Off Peak	7	Free (Other)	.00
	14	Free (Plan)	.06
	201	.37	74.37
Weekend	206	Free (Other)	.00
	103	.37	39.11
Plan BSC Totals	752		156.14
Home Airtime Total	752		156.14

200 CASUAL CALLER MINUTES USED

13 FIRST FREE INCOMING MINUTES APPLIED

Invoice Date 05/11/98  
 Account Number 874176  
 Mobile Number 605-380-6806  
 Account Name KAREN ERICKSON

For Billing  
 Inquiries Call  
 800-615-0104

HOME CALLS FOR NO DETAIL CUSTOMERS

Line	Date	Time	Called Place	Called Number	Feat	Dir	-----Airtime-----		Charge	-----Land-----		Total Charge
							Per	Mins		Rate	Mins	
1	4-12	10:14A	INCOMING	CL 605-380-6806		L-M	3	1	Free			.00
2	4-13	5:31P	ABERDEEN	SD 605-226-4211		M-L	1	2	Free			.00
3	4-13	6:07P	ABERDEEN	SD 605-226-4221		M-L	1	5	Free			.00
4	4-15	7:58P	ABERDEEN	SD 605-226-4221	LR	M-L	1	2	Free			.00
5	4-16	12:01P	ABERDEEN	SD 605-226-4221	LR	M-L	1	2	Free			.00
6	4-16	12:51P	ABERDEEN	SD 605-226-4221	LR	M-L	1	1	Free			.00
7	4-16	12:55P	TOLL FREE	CL 800-934-4278	LR	M-L	1	1	Free			.00
8	4-16	4:23P	INCOMING	CL 605-380-6806	LR	L-M	1	2	Free			.00
9	4-19	11:36P	ABERDEEN	SD 605-226-1271		M-L	3	2	Free			.00
10	4-19	2:15P	ABERDEEN	SD 605-226-1271		M-L	3	1	Free			.00
11	4-19	2:48P	ABERDEEN	SD 605-226-0890		M-L	1	1	Free			.00
12	4-22	3:02P	ABERDEEN	SD 605-226-4211		M-L	1	1	Free			.00
13	4-22	3:58P	ABERDEEN	SD 605-226-1271		M-L	1	3	Free			.00
14	4-22	6:59P	WACON	605-380-6806	QQ	M-L	1	9	Free			.00
15	4-22	9:35P	WACON	605-380-6806	QQ	L-M	2	6	Free			.00
16	4-23	3:50P	WACON	605-380-6806	QQ	L-M	1	2	Free			.00
17	4-25	9:18A	INCOMING	CL 605-380-6806		L-M	3	1	Free			.00
18	4-27	5:24P	ABERDEEN	SD 605-226-1271		M-L	1	1	Free			.00
19	4-27	5:44P	ABERDEEN	SD 605-226-4211		M-L	1	2	Free			.00
20	4-29	1:26P	PIERRE	SD 605-945-0125		M-L	1	1	Free			.00
21	4-29	1:29P	PIERRE	SD 605-224-6877		M-L	1	3	Free			.00
22	4-29	1:31P	FT PIERRE	SD 605-722-0196		M-L	1	1	Free			.00
23	4-29	3:57P	ABERDEEN	SD 605-226-4221		M-L	1	2	Free			.00
24	4-29	3:58P	PIERRE	SD 605-945-0125		M-L	1	1	Free			.00
25	4-29	4:00P	INCOMING	CL 605-380-6806		L-M	1	6	Free			.00
26	4-29	8:12P	INCOMING	CL 605-380-6806		L-M	2	1	Free			.00
27	4-30	5:04A	ABERDEEN	SD 605-226-4207		M-L	2	1	Free			.00
28	4-30	5:05A	ABERDEEN	SD 605-226-4207		M-L	2	2	Free			.00
29	5-01	12:31P	TOLL FREE	CL 800-934-4278		M-L	1	2	Free			.00
30	5-01	12:49P	INCOMING	CL 605-380-6806	LR	L-M	1	1	Free			.00
31	5-01	3:41P	TOLL FREE	CL 800-500-3453		M-L	1	9	Free			.00
32	5-01	3:51P	ABERDEEN	SD 605-226-5555		M-L	1	3	Free			.00
33	5-01	4:14P	INCOMING	CL 605-380-6806		L-M	1	1	Free			.00
34	5-01	5:48P	TOLL FREE	CL 800-500-3453		M-L	1	18	Free			.00
35	5-01	7:58P	ABERDEEN	SD 605-226-2595		M-L	1	1	Free			.00
36	5-01	9:13P	ABERDEEN	SD 605-226-2595		M-L	1	1	Free			.00
37	5-01	10:26P	ABERDEEN	SD 605-229-5920		M-L	3	7	Free			.00
38	5-01	10:34P	INCOMING	CL 605-380-6806		L-M	3	108	Free			.00
39	5-02	12:12A	ABERDEEN	SD 605-226-0380		M-L	3	1	Free			.00
40	5-02	12:23A	ABERDEEN	SD 605-226-0380		M-L	3	1	Free			.00
41	5-02	6:53P	ABERDEEN	SD 605-226-2595		M-L	3	1	Free			.00
42	5-02	7:31P	ABERDEEN	SD 605-226-0380		M-L	3	1	Free			.00
43	5-02	10:01P	ABERDEEN	SD 605-226-2595		M-L	3	1	Free			.00
44	5-02	10:41P	ABERDEEN	SD 605-226-0380		M-L	3	2	Free			.00
45	5-03	8:46A	ABERDEEN	SD 605-229-4205		M-L	3	1	Free			.00
46	5-03	12:11P	ABERDEEN	SD 605-229-1049		M-L	3	1	Free			.00
47	5-03	6:59P	ABERDEEN	SD 605-226-2595		M-L	3	1	Free			.00
48	5-03	6:28P	ABERDEEN	SD 605-226-0380		M-L	3	55	Free			.00
49	5-04	3:31P	ABERDEEN	SD 605-226-4221		M-L	1	1	Free			.00
50	5-04	7:21P	INCOMING	CL 605-380-6806		L-M	1	1	Free			.00
51	5-04	7:24P	ABERDEEN	SD 605-226-4221		M-L	1	1	Free			.00
52	5-04	7:27P	ABERDEEN	SD 605-226-4221		M-L	1	1	Free			.00
53	5-04	7:41P	ABERDEEN	SD 605-226-2595		M-L	1	1	Free			.00
54	5-04	7:45P	ABERDEEN	SD 605-226-0380		M-L	1M	22	Free			.00
55	5-04	8:27P	ABERDEEN	SD 605-226-0380		M-L	2	1	Free			.00
56	5-04	8:09P	ABERDEEN	SD 605-226-0380		M-L	2	50	21.09			21.09
57	5-05	4:04P	ABERDEEN	SD 605-226-0380		M-L	1	13	4.81			4.81
58	5-05	4:17P	ABERDEEN	SD 605-226-0380		M-L	1	1	.07			.07
59	5-05	7:57P	INCOMING	CL 605-380-6806		L-M	1	1	Free			.00
60	5-05	8:26P	ABERDEEN	SD 605-226-0380		M-L	2	59	21.33			21.33

CALL CHARACTERISTICS

CT-Call Forwarding    CD-Call Waiting    CC-Conference Calling    CL-Call    CR-Local Roaming    CP-Voice Mail Retrieval    CP-Prep  
 2-Call Park    1-Message    0-Operator Assisted    CN-North American Cellular Network    1N-Incoming Call    M-Periodic Billing

Invoice Date 05/11/98  
 Account Number 874176  
 Mobile Number 605-380-6806  
 Account Name KAREN ERICKSON

For Billing  
 Inquiries Call  
 800-635-0304

HOME CALLS FOR MO DITAIL CUSTOMERS

Line	Date	Time	Called Place	Called Number	Feat	Dir	-----Airtime-----		Charge	-----Land-----		Total Charge	
							Per	Mins		Rate	Mins Type		Charge
61	5-06	4:07P	ABERDEEN	SD 605-226-0380		M-L	1	2	.74			.74	
62	5-06	4:19P	ABERDEEN	SD 605-226-4541		M-L	1	11	4.07			4.07	
63	5-06	4:50P	ABERDEEN	SD 605-226-0380		M-L	1	1	.37			.37	
64	5-06	4:57P	ABERDEEN	SD 605-225-1718		M-L	1	1	.37			.37	
65	5-06	4:59P	ABERDEEN	SD 605-226-0380		M-L	1	6	2.22			2.22	
66	5-06	5:05P	ABERDEEN	SD 605-225-4541		M-L	1	1	.37			.37	
67	5-06	5:11P	ABERDEEN	SD 605-225-4541		M-L	1	2	.74			.74	
68	5-06	5:17P	ABERDEEN	SD 605-226-4221		M-L	1	1	.37			.37	
69	5-06	5:51P	ABERDEEN	SD 605-226-2695		M-L	1	2	.74			.74	
70	5-06	5:53P	ABERDEEN	SD 605-226-2695		M-L	1	9	3.13			3.13	
71	5-06	9:59P	ABERDEEN	SD 605-226-0380		M-L	2	1	.37			.37	
72	5-06	10:00P	ABERDEEN	SD 605-225-4541		M-L	2	1	.37			.37	
73	5-06	10:11P	ABERDEEN	SD 605-226-0380		M-L	2	53	19.61			19.61	
74	5-07	4:14P	ABERDEEN	SD 605-226-0380		M-L	1	22	8.14			8.14	
75	5-07	4:56P	ABERDEEN	SD 605-225-4541		M-L	1	1	.37			.37	
76	5-07	4:57P	ABERDEEN	SD 605-229-5920		M-L	1	1	1.11			1.11	
77	5-07	3:22P	ABERDEEN	SD 605-225-4275		M-L	2	3	1.11			1.11	
78	5-07	3:25P	ABERDEEN	SD 605-226-0380		M-L	2	5	1.85			1.85	
79	5-07	3:35P	ABERDEEN	SD 605-226-0380		M-L	2	19	7.03			7.03	
80	5-07	9:32P	ABERDEEN	SD 605-229-5920		M-L	2	1	.37			.37	
81	5-07	9:39P	ABERDEEN	SD 605-229-5920		M-L	2	2	.74			.74	
82	5-08	4:06P	ABERDEEN	SD 605-226-0380		M-L	1	1	.37			.37	
83	5-08	4:20P	ABERDEEN	SD 605-226-0380		M-L	1	1	.37			.37	
84	5-08	4:22P	ABERDEEN	SD 605-229-5920		M-L	1	4	1.48			1.48	
85	5-08	4:25P	ABERDEEN	SD 605-229-5920		M-L	1	1	.37			.37	
86	5-08	4:28P	ABERDEEN	SD 605-229-5920		M-L	1	1	.37			.37	
87	5-08	4:36P	ABERDEEN	SD 605-229-5920		M-L	1	2	.74			.74	
88	5-08	4:38P	ABERDEEN	SD 605-226-0380		M-L	1	4	1.48			1.48	
89	5-08	4:41P	ABERDEEN	SD 605-226-0380		M-L	1	1	.37			.37	
90	5-08	4:45P	ABERDEEN	SD 605-226-0380		M-L	1	26	9.62			9.62	
91	5-08	6:26P	ABERDEEN	SD 605-226-4221		M-L	1	1	.37			.37	
92	5-09	3:30P	FERNEY	SD 605-395-5650		M-L	3	1	Free			.00	
93	5-09	3:32P	ABERDEEN	SU 605-226-2393		M-L	3	1	Free			.00	
94	5-09	4:09P	INCOMING	CL 605-380-6806		L-M	3	2	Free			.00	
95	5-09	7:41P	ABERDEEN	SD 605-229-2196		M-L	3	2	Free			.00	
96	5-09	7:46P	ABERDEEN	SD 605-225-4584		M-L	3	2	Free			.00	
97	5-09	8:05P	INCOMING	CL 605-380-6806		L-M	3	1	Free			.00	
98	5-09	8:06P	ABERDEEN	SD 605-226-0380		M-L	3	12	1.11			1.11	
99	5-09	8:25P	ABERDEEN	SD 605-226-0380		M-L	3	9	3.13			3.13	
100	5-09	8:36P	ABERDEEN	SD 605-229-0282		M-L	3	2	.74			.74	
101	5-09	9:17P	ABERDEEN	SD 605-226-0380		M-L	3	16	5.92			5.92	
102	5-09	9:35P	ABERDEEN	SD 605-229-0566		M-L	3	1	.37			.37	
103	5-09	9:37P	ABERDEEN	SD 605-229-2509		M-L	2	2	.74			.74	
104	5-09	9:38P	ABERDEEN	SD 605-226-0380		M-L	3	10	3.70			3.70	
105	5-09	9:48P	ABERDEEN	SD 605-229-0282		M-L	3	4	1.48			1.48	
106	5-09	10:56P	ABERDEEN	SD 605-225-6173		M-L	3	1	.37			.37	
107	5-09	11:06P	ABERDEEN	SD 605-229-0282		M-L	3	1	.37			.37	
108	5-09	11:25P	ABERDEEN	SD 605-226-0380		M-L	3	19	7.03			7.03	
109	5-10	6:12P	SELBY	SD 605-649-7873		M-L	3	24	8.98			8.98	
110	5-10	9:33P	ABERDEEN	SD 605-226-0380		M-L	3	1	.37			.37	
111	5-10	9:26P	ABERDEEN	SD 605-226-0380		M-L	3	2	.74			.74	
112	5-10	9:27P	INCOMING	CL 605-380-6806		M-M	3	9	2.96			2.96	
Total Home Airtime and Land Charges								752		166.14	0	.00	166.14

CALL CHARACTERISTICS

CF Call Forwarding CM Call Waiting CC Conference Calling CL Call LP Local Roaming VR Voice Mail Retrieval  
 2-Off Peak 3-Weekend O-Operator Assisted CN-North American Cellular Network IN-Incoming Call M-Periodic Billing

THOMAS DASCHLE  
SOUTH DAKOTA

COMMITTEE

AGRICULTURE

(202) 224-2371

TOLL FREE 1-800-474-9094

Email: Tom\_Daschle@daschle.senate.gov  
Internet: http://www.senate.gov/~daschle/

# United States Senate

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Aberdeen, SD 57402-1536  
(605) 275-8823

818 6th Street  
P.O. Box 8168  
Harris City, SD 57309  
(605) 343-3551

126 North Main Avenue, Suite B  
P.O. Box 1274  
South Falls, SD 57101-1274  
(605) 334-9996  
TDD (605) 334-3632

September 1, 1998

RECEIVED

SEP 02 1998

SOUTH DAKOTA PUBLIC  
UTILITIES COMMISSION

Leni Healy  
Public Utilities Commission  
Capitol Building, First Floor  
Pierre, SD 57501

Dear Leni:

I have recently been contacted by Karen Erickson of Aberdeen, South Dakota in reference to her complaint about McLeod phone service. I have enclosed Karen's complaint for your review

As you will note, Karen arranged for McLeod to provide service at her new home. She was not satisfied with the service she received from McLeod. On May 1, she asked to be switched back to U.S. West. Service was not provided until 5:30 on May 20. U.S. West's representative claimed McLeod was to blame. Karen had to use a cellular phone for 19 days while waiting for phone service. She would like McLeod to pay her cellular phone expenses.

I would greatly appreciate your consideration of Karen's complaint, as well as any additional information you may be able to provide. Please direct your response to my Aberdeen address at P.O. Box 1536, Aberdeen, SD 57402-1536.

Thanking you in advance for your cooperation, I am

Sincerely,

*TAD*

Tom Daschle  
United States Senate

TAD/mek

South Dakota Public Utilities Commission

**WEEKLY FILINGS**

For the Period of September 11, 1998 through September 17, 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.

**TELECOMMUNICATIONS**

TC97-126 In the Matter of the Filing by U S West Communications, Inc. For Approval of an Interconnection Agreement Between U S West Communications, Inc. And Dakota Telecom, Inc. And Dakota Telecommunications Systems, Inc.

Amended Interconnection Agreement between Dakota Telecom, Inc. and U S WEST Communications, Inc. This amendment adds or replaces language in the original agreement. Any party wishing to comment on the parties' amendment may do so by filing written comments with the Commission and the parties to the agreement no later than October 7, 1998. Parties to the amendment may file written responses to the comments no later than October 26, 1998.

Staff Attorney: Camron Hoseck.  
Date Filed: September 17, 1998  
Responses Due: October 7, 1998.

TC98-153 In the Matter of the Petition of East Plains Telecom, Inc., for Approval of Extension of Waiver of Switched Access Rules

Petition by East Plains Telecom, Inc. for an extension of the waiver of the switched access rules granted in TC96-125. East Plains requests that it be allowed to continue charging a seven cent switched access rate in the two exchanges it purchased from U S WEST Communications until the Commission approves a new rate, based on a cost study using calendar year 1998 data. East Plains did not acquire the Alcester and Hudson exchanges until June 1, 1997, and it does not have 12 months of actual operations and traffic information for these two exchanges.

Staff Attorney: Karen Cremer  
Staff Analyst: Harlan Best  
Date Filed: September 14, 1998  
Intervention Deadline: October 2, 1998

TC98-154 In the Matter of the Application of New Concept Communications, LLC for a certificate of authority to provide telecommunications services in South Dakota.

Application by New Concept Communications, LLC for a Certificate of Authority to provide resold interexchange telecommunications services in South Dakota including intrastate long distance, travel and debit cards, and directory assistance.

Staff Attorney: Camron Hoseck  
Staff Intern: Kylie Tracy  
Date Filed: September 15, 1998  
Intervention Deadline: October 2, 1998

TC98-155 In the Matter of the Complaint filed by Loretta Spear, Hill City, South Dakota, against U S West Communications.

Complaint by Loretta Spear vs U S West Communications. Complainant raises service issues including static on their lines, service disruptions, delayed repairs, and inability to receive Caller ID subscription. The Complainant requests the following relief. "Insure that credit is given for Caller ID and 3 weeks without telephone service. Also resolution to updating telephone service in the area."

Staff Attorney: Karen Cremer  
Consumer Representative: Leni Healy  
Date Filed: September 3, 1998  
Intervention Deadline: NA

TC98-156 In the Matter of the Complaint filed by Dale and Rene Larson, Lead, South Dakota, against U S West Communications.

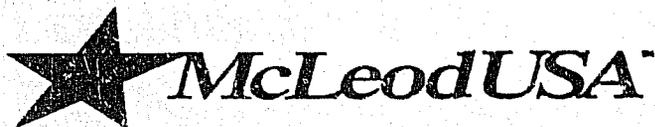
Complaint by Dale and Rene Larson vs. U S West Communications. Complainants allege that on August 22, 1998, their telephone number was disconnected and someone else's number was ringing into their line. The business line had been disconnected several days before the problem was discovered. The Complainants requested a repair of their service. At the time the Complainants filed the complaint, the service had not been repaired. The Complainants are requesting \$1500 from U S West for lost business and damages.

Staff Attorney: Karen Cremer  
Consumer Representative: Leni Healy  
Date Filed: September 11, 1998  
Intervention Deadline: NA

TC98-157 In the Matter of the Complaint filed by Karen Erickson, Aberdeen, South Dakota, against McLeodUSA Telecommunications Services, Inc.

Complaint by Karen Erickson vs. McLeodUSA Telecommunications Services, Inc. Complainant alleges that on April 27, 1998, telephone service was requested to be installed at Complainant's residence on May 1, 1998. Service was not provided until May 20, 1998. The Complainant requests \$185 for switching fees, \$200 for emotional stress, and payment of cellular service.

Staff Attorney: Karen Cremer  
Consumer Representative: Leni Healy  
Date Filed: September 2, 1998  
Intervention Deadline: NA



**FAX TRANSMISSION**  
**MCLEOD USA INCORPORATED**  
6400 C STREET, SW  
CEDAR RAPIDS, IA 52406-3177  
(319) 298-7000  
FAX: (319) 298-7901

To: *LENI HEALY*

Date: *10-20-98*

Fax #: *605-773-3809*

Pages: *3* including this cover sheet.

From: *DAVE CONAL*

Subject: *TC 18-157 Complaint of Karen Erickson*

**IMPORTANT:**

THIS MESSAGE IS INTENDED 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 THE 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 REGULAR POSTAL SERVICE. THANK YOU. COMMENTS:

**McLeodUSA**

October 20, 1998

Ms. Leni Healy  
South Dakota Public Utilities Commission  
500 East Capitol Street  
Pierre, South Dakota 57501

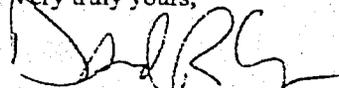
BY MAIL AND FAX

RE: Complaint of Karen Erickson, TC98-157

Dear Ms. Healy:

Attached is a copy of a letter that our files indicate was sent on September 23, 1998; but apparently neither the Commission nor Ms. Erickson ever received the letter. I apologize for this fact, and regret any inconvenience that has resulted.

Very truly yours,



David R. Conn  
Vice President  
Law and Regulatory Affairs

cc: Karen Erickson

**McLeodUSA**

September 23, 1998

**FILE COPY**

Ms. Leni Healy  
South Dakota Public Utilities Commission  
500 East Capitol Street  
Pierre, South Dakota 57501

Re: Karen Erickson

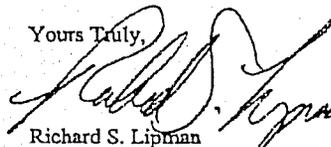
Dear Ms. Healy:

This letter is in response to the complaint filed by Ms. Karen Erickson, regarding difficulty converting her telephone service from McLeodUSA to US West. Ms. Erickson stated that she was without service for 19 days due to McLeodUSA's error. Because of this Ms. Erickson is requesting that McLeodUSA reimburse her for cellular phone charges she incurred during her time without service.

On April 1, 1998, Ms. Erickson called in to move her line to her new residence. Because McLeodUSA is a re-seller our servicing is performed by US West. They give us a standard time frame of 7 - 10 business days to complete move orders. This order was rejected by McLeodUSA's credit department because Ms. Erickson's account was four months past due. On May 1, 1998, Ms. Erickson requested to convert her phone service to US West. US West informed McLeodUSA that this account had been a "Winback" and that they had converted Ms. Erickson's service back to their service on May 8, 1998. On May 12, 1998, Ms. Erickson called McLeodUSA and stated that her lines had not yet been converted over to US West. McLeodUSA resent the conversion order to US West on May 13, 1998. US West informed us that Ms. Erickson's service was converted back to US West on May 20, 1998. The balance of \$227.26 that remained on Ms. Erickson's McLeodUSA account, was sent to a collections agency on September 10, 1998. Credits of \$52.35 for the termination liability fee Ms. Erickson was charged along with an additional \$100 for cellular phone expenses will be applied towards that balance.

McLeodUSA regrets that we were unable to assist Ms. Erickson further and apologizes for any inconvenience she has experienced. Should you have further questions, please contact me at your convenience.

Yours Truly,



Richard S. Liptman  
Associate General Counsel

cc: Ms. Karen Erickson

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

IN THE MATTER OF THE COMPLAINT ) FILED BY KAREN M. ERICKSON, ) ABERDEEN, SOUTH DAKOTA, AGAINST ) MCLEODUSA TELECOMMUNICATIONS ) SERVICES, INC. REGARDING ) UNACCEPTABLE SERVICES )	ORDER DISMISSING COMPLAINT AND CLOSING DOCKET  TC98-157
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On September 2, 1998, the Public Utilities Commission (Commission) received a complaint from Karen M. Erickson, Aberdeen, South Dakota, against McLeodUSA Telecommunications Services, Inc. (McLeod) regarding unacceptable services. Ms. Erickson alleges that on April 27, 1998, telephone service was requested to be installed at her residence on May 1, 1998. Service was not provided until May 20, 1998. Ms. Erickson is requesting \$185 for switching fees, \$200 for emotional stress, and payment of her cellular phone bill during that time.

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 deferred the complaint as Ms. Erickson had not received correspondence from McLeod regarding this matter. On October 27, 1998, the Commission again considered the matter. Commission Staff reported that the parties had reached a settlement of the matter and Ms. Erickson wished to withdraw her complaint.

The Commission has jurisdiction over this matter pursuant to SDCL 49-13-1, 49-13-4, 49-31-7, 49-31-7.1, and ARSD 20:10:01:07.01 and 20:10:01:08.01. The Commission unanimously voted not to find probable cause, to dismiss the complaint, and to close the docket. It is therefore

ORDERED, that there is no finding of probable cause. It is further

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

Dated at Pierre, South Dakota, this 29th day of October, 1998.

<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: <u>Melaine Kelbo</u>
Date: <u>10/29/98</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