

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

IN THE MATTER OF THE COMPLAINT FILED )  
BY WILLIAM AND RUBY THOMPSON, )  
ABERDEEN SOUTH DAKOTA, AGAINST )  
USBI, UTILITY ANALYSTS, INC. D/B/A BASIC )  
LONG DISTANCE AND QAI, INC. D/B/A LONG )  
DISTANCE BILLING REGARDING )  
UNAUTHORIZED SWITCHING OF SERVICES )  
AND UNAUTHORIZED BILLING FOR )  
SERVICES )

ORDER DISMISSING  
COMPLAINT AND CLOSING  
DOCKET

CT00-040

On February 28, 2000, the Public Utilities Commission (Commission) received a complaint filed by William and Ruby Thompson, Aberdeen, South Dakota (Complainant), against USBI, Utility Analysts, Inc. d/b/a Basic Long Distance and QAI, Inc. d/b/a Long Distance Billing (defendants) regarding unauthorized switching of services and unauthorized billing for services. Complainants alleged billing for unauthorized charges on their last four phone bills. Complainants seek restitution, and the imposition of statutory penalties.

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. Probable cause was found against the defendants on March 14, 2000.

On May 5, 2000, the Commission Staff received a transmittal from the complainants' daughter indicating that the matter had been resolved between the parties and that they no longer wished to proceed with the matter.

The Commission finds that it has jurisdiction over this matter pursuant to SDCL Chapters 1-26, 49-13 and 49-31.

On May 17, 2000, at a regularly scheduled meeting, the Commission considered this matter. Upon recommendation of Commission Staff, the Commission voted 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 23<sup>rd</sup> day of May, 2000.

<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>Melanie Kalbo</u>
Date: <u>5/25/00</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